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OhioHealth Employer Services: Journey of Growth in Healthcare and Professional Self

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Recommended Citation

Mostofi, Ivana, "OhioHealth Employer Services: Journey of Growth in Healthcare and Professional Self" (2021). *Masters Theses/Capstone Projects*. 86.
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OhioHealth Employer Services: Journey of Growth in Healthcare and Professional Self

Ivana C. Mostofi



OhioHealth Employer Services

Location: Columbus, Ohio

Supervisor: Leah Mitchell,
Advisor of Strategic Operations

Division: OhioHealth Employer Services

Goals

- ❖ Build on collaboration skills and problem-solving skills by assisting with implementing OHES Telemedicine platform.
- ❖ Complete professional development activities to understand personal strengths and areas of growth.
- ❖ Advance leadership capability to build leadership skills and learn leadership style.
- ❖ Gain understanding of Employer Services Sectors and engage with various OHES leaders to foster connections.

Experience with OHES

My time with OHES was filled with valuable learning opportunities from working on strategic operations with OHES leaders to learning about who I am as a young professional and what I envision for myself as I gain experience in Healthcare. My time with OHES was kicked off by individually meeting with managers and practice administrators of each OHES division. OHES is divided into several sectors: Wellness, Work Health, Fitness, Onsite Clinics, Support Services, Associate Health, Health Partners, and Business Development. Meeting with leaders from each sector provided me with insight into their various roles, challenges, and rewards shared by OHES.

The key project I worked on throughout the entirety of my time with OHES was the OHES Telehealth Solution Implementation. Although OHES has been discussing implementing a consistent Telehealth platform for their employees, the COVID-19 Pandemic accentuated this need, making this project become a priority. I worked on a team of 3 people, including myself. We had weekly Telehealth meetings in which we utilized strategic operations to conduct a detailed analysis of the issue, create an A3 document, and met with various OHES leaders to gather information on needs and feedback utilized to choose an efficient Telehealth Platform.

When I wasn't working on the Telehealth Strategy Solution project, I completed several activities that were aimed at helping me discover my professional strengths, spot areas that could use growth, and build new skills I can utilize across any work environment. These activities include, but are not limited to creating an accountabilities sheet, a professional development plan, completing a Strengths Finders test, meeting with OHES leaders to discuss their personal journey in healthcare, and meeting with my supervisor on a biweekly basis to discuss observations, experiences, and mentorship.



OhioHealth Values

- ❖ *Compassion*
- ❖ *Excellence*
- ❖ *Stewardship*
- ❖ *Integrity*
- ❖ *Inclusion*

Telehealth Project

- ❖ Develop problem statement, background, current state, and analyze stage.
- ❖ Created survey and led interviews with OHES leaders.
- ❖ A3 training and assisted with document.
- ❖ Conducted research and investigation.
- ❖ Worked on "5 Whys" and Processing Mapping.

Key Takeaways

- ❖ Learned preferred work style: Operations.
- ❖ Effective communication is key.
- ❖ Improved critical analysis skills and problem-solving skills
- ❖ Improved Networking skills.
- ❖ Applied strategic planning skills.
- ❖ Evolved as a Healthcare Professional.