

S1: I mean, it's definitely changed my life. It's gave me a much brighter outlook.

S2: And I think I take school a whole lot more serious based on my experiences.

S3: To move up, I have to have both occasions. Prudential Certification. They want certified read health care provider.

S4: 98 seven Chat Tech where 98.7% of our students earn a career. On today's episode, we're going to look at the health care management program. Perhaps you want to work in health care, but you want to be generously described as a little squeamish. Everybody isn't cut out for scrubs and rubber gloves that rhymed kind of. Let's find out what health care management is all about. Last, last rhyme, I promise. First, you need to know about the classes you need to take.

S1: My name is Christopher McClure. I'm currently enrolled at Protect the Health Care Management Program. I'll work at a surgery center. Right now, I'm just trying to help, you know, get my resume better and some experience in the health care field. I really do love health care. Helping people out, changing lives, things of that order.

S4: Chris was a little surprised when he needed to know the ins and outs of the business. And the ins and outs of the body. Literally.

S1: Something like immediately came to my mind when you said that. There's two things. Number one, one of the class, but it was like electronic medical record type deal. And so I was dealing with that for a whole semester. So when I went in for my job interview, I told them that I had been doing that and luckily it was sort of the same software. So I thought that was very cool that I took a class and was able to apply it immediately to a job that was like that was very nice. The second thing would be is for health care management. I didn't really figure you would have to take anatomy, but through the anatomy you really grow like a sense of respect and urgency for the health care field, because these people that are going for nurses and doctors and everything, like you've been in the same boat as them, you've you've done your time, too. You did what you needed to become a health care professional. And so the the anatomy was definitely my it was like my favorite class because I love the material and learning about everything. But it was also, you know, it's a little bit more strenuous, a little bit harder, but it's so worth it.

S4: Anything that's worth working hard for is usually worth it. I think that made sense.

S2: So making this little style the where I grew, I graduated the health care management program in 2019 and I have since went on and gotten my undergrad in health care administration. And I'm currently in a master's program at Texas A&M for Business Administration.

S4: Savita realized early on that the health care management program can lead to you working in almost any department in health care.

S2: But I will tell you my story. My story is I'm a first generation college student. I grew up in New York, in the Bronx. It's the roughest part of New York. We were poor. I grew up on Section eight and Welfare, and I had three other siblings that I had to take care of because my mom was out working three jobs, didn't know where dad was. And so my education kind of took a backseat to all of those things. And it wasn't until I got to the program I made that decision consciously to go into the program and just say, you know what, no matter what I'm doing and I'm just going to see this through. I was on track to being a nursing student, and I really just could not get past the chemistry course. I took it two times and I didn't do well at all, and so I decided to make a lateral move and go to the administrative side. There's definitely a ton of positions open and the range. You can do a lot of things with a healthcare management degree or health care administration degree. That's not just, you know, front desk back office type stuff.

S4: There are certain qualities that make someone successful in the health care management program. Right. Tammy.

S3: I'm Tammy Harbin. I'm a registered nurse. I received a degree in health care administration about seven years ago. So I teach health care management positions, practice management here at CDC. My program is specifically for students who want to be in health care but maybe don't want patient contact. Maybe they want to be in health care in a

health care field. That's recession proof. And they're helping people. But maybe they don't want blood, body fluids, any of those elements in their life. So they may choose health care management to be on the opposite side of the patient care. A lot of my students come in their nurses, medical assistance, maybe even grad techs, radiography technologies that come in and want to run a practice. Or it can be a seasoned health care professional that just wants to move up their chain at work, maybe want to be in a management work, a position of equity.

S4: And speaking of moving up to the top.

S5: I'm Stephanie Harper. I'm the dean of health sciences. I've been at Chattahoochee Track for about 13 years now. I started out as an adjunct faculty. I'm a physical therapist. I then was the clinical coordinator and an instructor in the Physical Therapist Assistant program and later became the program director. And a year ago I became Dean.

S4: Let's find out what the dean has to say.

S5: Their skill set is actually going to be quite broad. They're going to know everything about how to manage a practice. And that can be a physician's office, it can be a dental office. They can work in insurance. They're going to know everything about managing financials, making sure the office complies with rules, regulations and laws that apply not only to businesses but also to health care. And they are basically in charge of the practice they plan. They coordinate all business activities of that health care provider.

S4: All right. All right. It's time to find out what everybody eventually wants to know. Let's talk dollars.

S3: I do a capstone every fall and every spring. And in the fall and spring I do mock interviews. And my students are because I do not have an internship, they come into my capstone classroom. I always give them current job listings. I go on indeed, or I will well, stair star Piedmont, any of the facilities and I pull up a practice manager's way to that. Let's just say a health care such as practice manager can walk out of here at about 60 grand. Am I also full a health care administrator who is a bachelor educated student and they can go up to 100, 110. The beauty of our program is that we have articulation agreements with many of the surrounding colleges. And in six months, our students can actually have their back and help their administration. So they go from an associate of a physician's practice management to a degree, a bachelor's degree in health care administration, which, again, is about \$50,000 or more. Most of my students, and I will say most do go on to get their bachelor's and they graduate within six months to two years. They're very well qualified through the college for articulation and for a transfer to a four year degree in health care.

S4: Health care management. Sounds like you can end up with a pretty plump bank account. Sounds like it pays more than voiceover work. Sounds like you probably won't be driving a 2004 Dodge Neon that needs brakes and has two different colored quarter panels. Like somebody I know. Anyway, it's not all about the money.

S1: Like when you hear when you hear somebody like, oh, I'm a doctor, I'm a nurse, okay, you know, smart guy, like, whatever. But to be in the position where you work in the health care field, knowing they even started out, you know, the same as you, you know, you had to take your anatomy. You had to do all this other stuff, you know, accounting, whatever. Just it is like a mutual respect between you and a provider or, you know, anybody because, you know, you've done what you needed to be there. And so, I mean, it's definitely changed my life. It's gave me a a much brighter outlook because I see not only what the what the people have done in terms of the work they put in, but how they do it. And I was just I had no clue how much was really into the health care field until I was in it firsthand.

S4: Chris found out firsthand that you need to get hands on. Thank you for giving me a hand. Sorry about that. Let's move on.

S2: Well, actually, on Friday, I interview for the revenue cycle department at a pain treatment facility. I have put in a package to intern at Nassau and they're accounting department. So fingers crossed. I hear back from them and they accept me. There's just so many. You can go to h.r. I mean, definitely finance. Literally every department. You can go to any department. If you're serious about education and progressing. In life, then you have to be determined and committed. You cannot have any success without one or the other. So I think if you're going to enter into the program, then definitely go harder, go home.

S4: Go harder, go home, make it. In health care management, you're going to need more than one skill.

S5: Medical assistance a little bit different in that they have administrative responsibilities and clinical responsibilities. So their education is going to be focused in two different areas. One is going to be on with hands on skills. And the other is going to be in terms of administrative tasks, some clerical, but also they have to have a good understanding of the the laws that govern health care, the rules that govern health care. They need to be they will come out as health care professionals. They're the person that defines a patient's experience at their physician's office as either being a positive one or negative one. Their attitude and their skill level is crucial. Probably everyone has had that experience and can relate to how meaningful that role is.

S4: Dr. Puffer perfectly summed up the qualities, process and real world results you can achieve through the health care management programs. Probably why she's the dean and a doctor and I drive a multicolor 24 dodge neon.

S3: You know, as a nurse, I could go home every day. And I knew at some point I made a difference, even if it was a very small difference, even if it was just assisting someone to the bedside commode. I mean, I know that sounds minor, but that meant something to someone. I was recently a patient and it's terrible. Right now we're a third world country in health care right now. I was in a hospital for 36 hours at one water and was assisted to the restroom twice. So in saying that as a nurse, I want you to know that made a difference every day. And I feel like, you know, the health care manager may not be in the front office, they may be in the back, they may be in between both. But they set the mood for that practice. It's like the. The physician or the ah, the health care manager, they set the mood for the day or for the patient. It's whoever we have sitting up front. And when a patient walks in the door that makes or breaks your visit. I, I preach communication to my students. Communicate. If you're physicians behind, communicate, if your efficient physician is going to be late, let them know he's going to be late. He was sick or he was out all last week. And he's having to make up double, you know, seeing double patients. I'm much more likely to sit there with a smile on my face at worst, and to be upset with a physician or the practice for never going to the doctor. You're going to have those right in front of you that you like. Anything we do that impacts someone's health. That's the difference we make. I mean, we can we can serve at McDonald's. You know what fries with that. But when you're doing something that's trying to help better someone's physical being, how they feel that you care about them. I think it's an awesome experience. I really missed here. I missed it so much that I considered working two jobs and I did for a year. Then I went back and I said, You know, these students are just like a patient there. They're little sponges that need to know not just my experiences, but what I can offer them education wise that'll make them a better healthcare provider. So I got to swap out that one nursing camp for an educator, and I still get the same satisfaction. And I tell them every day. Communicate with your patients. Communicate with your practice. You spend more time with your practice and your patients than you do your own family. So, you know, that's that's the big thing you can take away and at least feel good about your job.

S4: Here's the dean. She should probably have the final word about the health care management program. Right? Right.

S5: So the students really get to know each other and the faculty really get to know the students and have that opportunity to develop those interpersonal relationships that allows them to have an environment that feels very safe for the students. At the same time, being able to push them out of their comfort zone. It's important to us that not only they be excellent with their skill set and their professionalism, but they're going to go out into the workforce being confident not only because of the knowledge and skill set, but also to be advocates for their patients and advocates for their community. I think that's a really big goal for us in health sciences. The medical assisting labs are set up to mimic an environment of a clinical lab, a clinical space, a medical practice office, hospital settings. So when our students go to their externship, they are already have a comfort level with that equipment and the medical assisting profession is. Crucial to the success of an office or some of the reasons I already mentioned, but that ability to change the experience of any patient walking through the door, for better or worse.

S4: Health care management is an exciting and in-demand path into the health care field that could take you to places you've never thought possible. This is the program that might just be right for you. Get online and check out the health care management program at Chattahoochee Tech. Find out everything you need to know at [Chattahoochee Tech, edu](http://ChattahoocheeTech.edu).