

The University of Michigan Department of Urology

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What's New January 20, 2017

Malissa Eversole - Administrative Leadership

Urology Department Faculty and Staff

6 Item, 16 Minutes

Today, we hear from Malissa Eversole, Urology's Chief Department Administrator, who provides us with her thoughts on leadership and the appreciation she has for her leadership team (as well as a mini-history lesson on presidential inaugurations). As you're about to read, it is clear that Malissa holds a genuine sense of thankfulness for those who are around her as she strives to improve the Department (and I can attest that the respect is mutual). I'd like to give Malissa a big thank you for providing such a thoughtful contribution in spite of her busy schedule, I know you'll all enjoy it. So, without further ado, here's Malissa Eversole.

-Eric Anderson

Malissa Eversole, Chief Department Administrator

January 20, 2017, Inauguration Day

Today, Donald J. Trump will be sworn in as the 45th President of the United States. The inauguration of the President of the United States is a ceremony to mark the commencement of a new four-year term of a president. An inauguration ceremony takes place at the beginning of each presidential term, even if the president continues on for a second term. Since 1937, Inauguration Day has taken place on January 20 following the [presidential election](#). Previous inaugurations were held on March 4. President Franklin Roosevelt was the last president to have a March inauguration, which took place on March 4, 1933, when he was sworn in as the 37th President of the United States. He was also the first president to be sworn in on January 20th when he was inaugurated to begin his second term as the 38th President. Donald Trump's first term will officially commence at noon (ET) today when the Chief Justice administers the oath to him. The ceremony will be followed

up with a parade down Pennsylvania Avenue. Since many of us are at work today, we will have to catch highlights of the ceremony and parade on the news later tonight. (Wikipedia) Well, I did not have to be sworn in as the second Chief Department Administrator (CDA) of the UM Department of Urology, but it has been 1.5 years since I stepped into the role, which was vacated by my mentor, Jack Cichon, shown below (I googled "Jack Cichon" and found this picture on the web!).



The first year and a half has been very busy! Establishing a strong administrative team has been among the many important things I've been working on since I became CDA. In the spirit of Inauguration Day (the tie into leadership), I wanted to take a few minutes to introduce you to a few members of our administrative leadership team and share a little bit about what they are responsible for.

Eric Anderson

Marketing and Communications Manager

Eric has been a great addition to our administrative leadership team! He has passion, drive, and a positive attitude that's second to none. After two years of dedication and enthusiasm in the role of Marketing and Communications Specialist for our Department, Eric was promoted to the role of Marketing and Communications Manager as of January 1, 2017 (be sure to congratulate Eric when you see him!).

Main areas of responsibility for Eric include:

Marketing

He serves as the main authority for the Department's marketing efforts.

- Marketing of new providers, care locations, technologies (e.g. fusion biopsies and coming soon, HIFU), educational courses, and events.
- Performing and interpreting marketing analysis to support the Department's clinical operation and growth.

- Establishing and measuring various metrics to determine the efficacy of marketing efforts.

Communication

Overseeing the development and distribution of all internal and external Departmental communication, including assisting in development and distribution of patient education materials.

Website Management

Independently managing the maintenance of internal/external websites including content, assets, design and the development of new applications (includes social media).

Event Planning (new responsibility)

Serves as the staff lead on the planning, execution, and hosting of Department events and visits from distinguished guests.

- Provides oversight and support before, during and after Department events.
- Establishes standard processes (budgets, communications, etc.) for the planning and hosting of events.
- Collects and incorporates post-event feedback.

Diversity, Equity, and Inclusion Planning Lead (new responsibility)

- Works with Department and University leadership to develop and implement a DEI plan that all faculty and staff participate in and are aware of.
- Facilitate ongoing education and training efforts to support the DEI mission.
- Works with Department Leadership and staff to ensure that Urology supports the six health system DEI vital strategies (more to come in a future What's New on DEI).

Eric is currently focusing on the development of a marketing and communications strategic plan. He will be working with division heads and associate chairs and will be sharing his progress at a future faculty meeting.

Kandy Buckland

Administrative Manager Associate

Kandy has been with the Department of Urology for more than eight years and with the University for 26 years. She has established strong relationships with our providers and staff and has a wealth of knowledge about urology clinic operations. Kandy has a calm and kind demeanor and I thoroughly enjoyed working alongside her for years while I was the Operations Manager.

She was promoted to the Manager of our TC Urology Clinic in July 2015. In July 2016, Kandy gained a new responsibility as she took on management of our CW Pediatric Urology

ACU. She works closely with our Medical Directors, Bahaa Malaeb and Julian Wan, and Nurse Manager, Jan Doolittle to provide leadership to our TC and CW ACU teams. Together, they make up the ACU triad leadership team (Medical Director, ACU Manager, Nurse Manager). The ACU leadership team has direct oversight of clinic operations including finance and quality improvement initiatives. Specifically, Kandy manages the front desk support teams, with assistance from Clinic Leads, Emily Kostelnik for TC Urology, and Janet Balowski for CW Peds Urology. In addition, Kandy manages the medical assistant staff for both ACUs, with assistance from Tracy Trolan as the MA supervisor in TC Urology. Kandy is responsible for interviewing, hiring, salary-setting, onboarding, facilitation of training, performance coaching, planning and evaluation promotions, and disciplinary actions either directly or in tandem with her clinic leads.

Currently, Kandy is focused on setting clear expectations for staff, goal-setting for the ACUs, improving charge capture in our CW ACU, and ongoing implementation and tracking of Lean improvement initiatives.

Marie Eddy

Research Process Senior Manager

Marie has been with the Department of Urology for close to 10 years. When I stepped into the CDA role, it didn't take me long to figure out that Marie was my "go-to" person. I have learned so much from her and am grateful to work alongside her. A strong move in establishing our administrative leadership team was promoting Marie to the position of Research Senior Process Manager in May of 2016. In addition to her pre- and post-award work and research budget responsibilities, Marie stepped up to be an effort reporting specialist for our Department and took on the human resource functions for the research staff. She manages some staff directly and acts as the administrative counterpart for faculty who directly manage research staff.

Her HR functions include writing job descriptions for new and existing positions, posting positions, oversight or direct involvement of the interview process (ensuring adherence to UM guidelines), calculation of staff salary (in coordination with HR Business Partner), extending of job offers, onboarding of new staff, tracking attendance, coaching, performance planning and evaluation, promotions, and administering discipline, etc. Marie is currently focused on creating a robust onboarding and orientation process for new research staff.

Tammie Leckemby

Administrative Manager Associate

Tammie has been with the Department for 15 years and in the University for 25 years. When I first came to Urology, Tammie became my very first "go-to" person. It seems that

she is a jack of all trades and knows a bit (or a lot) about everything! She is one of the most resourceful folks I know. When I learned that I was selected to fill the CDA role, Tammie was the first person that I promoted. She was promoted from supervisor to the Manager of the Administrative Assistant crew in May of 2015. She is an excellent leader and mentor for our Administrative Assistant team. She loves to teach and to share her knowledge with others. She is passionate about helping others succeed, and whatever I have managed to accomplish while in Urology, I have done it with her help and support.

Tammie's responsibilities include providing guidance, leadership, on-the-job training and management to administrative assistant staff, temporary employees and work-study students, as well as working with faculty to resolve concerns related to Administrative Assistant support and a wide range of additional supervisory duties (payroll, hiring, expense reconciliation, etc.). Her leadership role also puts her in charge of strategic planning related to the Administrative Assistant group, as well as involvement in the faculty recruitment and interviewing process.

In addition to managing the daily functions of the administrative office, Tammie is also involved in many special projects. One area of emphasis is process improvement. Tammie seeks out areas in need of improvement and makes suggestions for continuous quality improvement (CQI). She works with staff to set goals and resolve issues and to create standard work processes, as well as recommending ways to improve the budget, cost, planning, and structure of the administrative assistant staff. She holds monthly meetings with the Administrative Assistant staff to share new processes and discuss and share information on relevant topics to the Administrative Assistant group. Another area of focus for Tammie is serving the Electronic Prescription of Controlled Substances (EPCS) Liaison, as well as serving as the MLearning compliance representative for the Urology Department for faculty and administrative staff.

Currently, Tammie is focused on goal setting for the administrative assistant team, working with Eric and Dr. Wei to learn the ins and outs of Nesbit, and partnering with me to identify areas of expense reduction within our Department.

Marleah Stickler

Clinical Operations Manager

Marleah is the most recent addition to our Urology Administrative Leadership team and a person I have quickly begun to rely upon. She is bright and talented with the drive to match. In short, she is a person I can count on to get things done! She has excellent ideas and offers a new perspective to our leadership group. She has been with the Department for over six years and was selected to fill the role of Urology Project Manager in August 2015. She had a very strong performance in that role.

We are a growing Department! Our faculty is growing, the number of UM (Michigan Medicine) clinic sites we practice at is growing (West AA, Brighton, etc.). Our outreach initiatives are growing. All of this growth results in an increase in work. While looking to balance workloads, set leaders up for success, and ensure that each critical part of our clinical operation gets the attention that it needs, it became clear that our leadership team also needed to expand. As a result, Marleah was promoted to Clinical Operations Manager as of January 1, 2017.

As Clinical Operations Manager, Marleah will provide leadership and administrative management to the Urology centralized call center and adult surgery scheduling team. She will oversee OR utilization (UH and LSC), manage Urology expansion to new offsite locations—Brighton Health Center (BHC), West Ann Arbor (WAA), East Ann Arbor (EAA) etc., and act as liaison for the offsite ambulatory care units (ACUs)—BHC, Briarwood (BW1), Cancer Center (CC), Livonia Center for Specialty Care (LCSC), WAA, and EAA (future).

In addition, she will be the management contact for offsite outreach arrangements—Hamilton Community Health Network, Bronson, etc. Marleah is our Department Lean Leader and Champion for Urology quality improvement initiatives. She will continue in her role as a MiChart-credentialed super user and will expand the number of credentialed super users within our Department to match the need. In addition, she plays a critical role in the onboarding of new faculty and advanced practice providers, providing Urology-specific MiChart training to get folks started off on the right foot.

Currently, Marleah is focused on embracing her new role and the imminent expansion of Urology to West Ann Arbor in November 2017.

Thank you for spending a few minutes learning about a few members of our Urology Administrative Leadership Team. Stay tuned for a future "What's New" when Lora Allen, Sandy Heskett, Steve Thelen-Perry, Susan Linsell, and Kristyn Vermeesch will be highlighted.

Happy Inauguration Day!

Malissa