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THE CAREER MAGAZINE FOR GRADUATES  
SPRING 2017

GRADUATES



## ADRIENNE JOSEPH

Achieves Executive Success at Houston Methodist

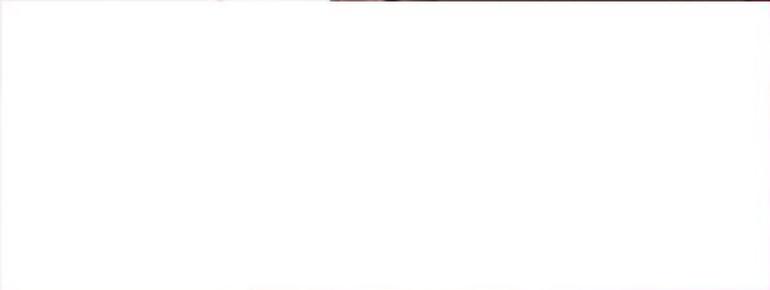
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# Careers In Caring

THE HEALTHCARE FIELD OFFERS PURPOSEFUL AND REWARDING OPPORTUNITIES THAT ALLOW YOU TO CARE FOR OTHERS.

The job outlook for healthcare and hospital administrators is projected to grow 17 percent over the next 10 years, according to the U.S. Bureau of Labor Statistics (BLS).

The drivers for increased opportunities in this sector include aging Baby Boomers, an increased focus on preventative care and rising chronic conditions such as diabetes and obesity. As a result, jobs are plentiful and varied, and the work is essential.

If caring for others on a systemic level appeals to you and you want to cultivate the leadership skills to do so, then you should consider a career in healthcare administration. Meet some administrators who enjoy their own purposeful careers and who want to share their stories and advice with young professionals starting on this caring career path.

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BY KATIE MCKY

## JOSEPH METHODICALLY CLIMBS THE LADDER OF SUCCESS AT HOUSTON METHODIST

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**T**oday, Adrienne Joseph, is vice president of operations at Houston Methodist Cancer Center, but her lofty perch on the ladder of success is one she reached rung by rung. “I love that Houston Methodist is an organization that seeks to promote from within. Top talent is identified and given opportunity to grow professionally, demonstrate success and be rewarded for superior operational performance,” says Joseph.

“I’m an example of this model. I’ve been an employee of Houston Methodist for 12 years. I started as director, clinical operations. I was later promoted to administrator, department of surgery and subsequently to vice president, operations.”

Houston (TX) Methodist is comprised of seven hospitals and 140 locations overall, including emergency care centers, primary care groups and 11 international locations. There are approximately 20,000 total employees, but Joseph’s responsibility are the 850 employees at the Cancer Center, where she develops strategy and provides leadership oversight for various hospital services, patient care units and service lines.

In addition, Houston Methodist isn’t just an international healthcare provider. It’s based in a city that has international diversity, and its workforce reflects the population it serves.

“One of the most surprising benefits of working at Houston Methodist Hospital is that one has an opportunity to work with employees from many cultures. Houston, TX is one of the most racially and ethnically diverse cities in the U.S.,” notes Joseph.

“The Houston Methodist Hospital workforce reflects the highly diverse population of Houston. We respect and celebrate the various cultures in our workforce, which, in turn, helps us to better serve our patients.”

Serving patients is empowered by shared purpose, she continues. “I also love Houston Methodist because we all have a common goal - to offer our patients the very best healthcare.”

If you aspire to also be a healthcare administration executive one day, then Joseph has advice for those still in school.

Adrienne Joseph, vice president of operations at Houston Methodist Cancer Center, offers this career advice: work hard and with integrity, treat every person with care and respect, find opportunities for improvement and implement solutions.



## PULSE CHECK: Houston Methodist

Houston Methodist is a non-profit healthcare organization with 140 U.S. and 11 international locations. Its flagship,

Houston Methodist Hospital, is consistently listed among *U.S. News & World Report's* best hospitals. The system also includes Houston Methodist Emergency Care Centers, the Houston Methodist Cancer Center, the Houston Methodist Imaging Center, the Houston Methodist Breast Care Center and the Houston Methodist Outpatient Center.

[houstonmethodist.org](http://houstonmethodist.org)  
[houstonmethodist.org/cancer](http://houstonmethodist.org/cancer)

"Seek summer internships within healthcare settings," she recommends. "As an example, Houston Methodist has summer programs for high school, college and graduate students. These programs provide access to our hospital, physician practice and healthcare research operations. You'll gain valuable experience while building your resume."

For those already working, Joseph lights that path, too: "When interviewing and selecting a position, be sure to look for a direct supervisor who'll help you grow professionally and foster your career. Gain commitment from that person to provide you with constructive feedback, challenging projects and growth opportunity based on performance."

"Work with high **integrity**  
and treat every person  
with **care** and respect.  
This will build **trust** with  
your clients, stakeholders  
and **colleagues.**"

And as you're promoted, expect some anxiety, but tap and develop those skills that enable success as responsibilities rise.

"Milestones when changing positions were most challenging. First job, first promotion, first management position and,

finally, first executive position were times of high anxiety for me," remembers Joseph. "I achieved success by relying on a few principles that have worked for me."

Those principles, she says, include:

1. "Work hard to learn the requirements of the position by putting in the time and effort it takes to deliver outstanding results."
2. "Listen well to understand operational issues, find opportunities for improvement and implement solutions."
3. "Work with high integrity and treat every person with care and respect. This will build trust with your clients, stakeholders and colleagues."

Head to [houstonmethodistcareers.org](http://houstonmethodistcareers.org) for Houston Methodist career paths. Connect on Facebook, Twitter, LinkedIn, YouTube, Instagram, Pinterest and Google+.

## DIXON GUIDES TGH THROUGH THE COMPLEX WORLD OF HEALTHCARE DELIVERY

Jonathan "Tre" Dixon III, senior vice president, compliance, legal and risk management services, is a walking, talking Rosetta Stone, for he translates the incomprehensible.

"I manage the functions that help Tampa General Hospital (TGH) understand and navigate the heavily regulated, highly complex world of healthcare delivery."

It isn't always easy cracking regulatory code, but Dixon enjoys the challenge.

"As a professional I love analyzing the law and guiding TGH through how best to 'operationalize' the legal and regulatory requirements," the healthcare legal executive explains.

"In many cases healthcare statutes and regulatory guidance can be confusing to decipher and place into operations. I truly enjoy the ability to work with hospital staff on developing processes and protocols which comply with the legal/regulatory requirements while fitting within a manageable workflow."

Because of the complex challenges in his daily work, Dixon has become adept at grace under pressure.

"Honestly, I'm not sure I experience many days that don't present difficult or concerning challenges. However, when faced with challenging issues, I find it important to take a deep breath and then obtain a good understanding of the facts," he elaborates.

"After understanding the facts I seek to assemble the right composition of professionals capable of addressing the immediate issue. Through collaborative, thoughtful dis-

cussions my teams have typically been successful in navigating challenging situations faced in the highly complex regulatory landscape of healthcare."

Dixon only manages 15 of TGH's 7,800 employees, but he's worked with enough of them to discern a common quality, which is uncommon excellence.

"The organizational culture at Tampa General is refreshing in that inspired excellence permeates the entire organization. The feeling of inspired excellence resonates from all levels of staff and is visible not only in what is said, but also in the quality of the work performed," he notes.

Dixon can talk this talk because he literally walks the walk.



Jonathan "Tre" Dixon III, senior vice president, compliance, legal and risk management services, advises those seeking a career at TGH to search for a position at the corporate HR website that aligns with their interest and skill set, and ask current employees about what they do.

"As a leader within TGH, I routinely conduct walking rounds throughout patient units in order to get a sense of the impressions from patients and their family members about their experience(s) at TGH," he shares.

"While rounding, I also take the time to speak with hospital staff, and I've learned so much about the organization's culture and our patients' perception of our culture. Our patients view TGH as a destination of choice due to the quality of care they expect to receive, as well as the compassion exhibited by staff of all levels."

The compassion of the staff doesn't just extend to the patients.

"My company employs more than 7,800 employees, but we have the feel of a