About CHOP

- One of the leading nonprofit pediatric hospitals in the country
- Mission statement is to “strive to be the world leader in the advancement of healthcare for children by integrating excellent patient care, innovative research and quality professional education into all of its programs”
- Frontier Programs is a group within CHOP’s Business & Strategy Innovation department that focuses on promoting cutting-edge clinical research trial groups for the advancement of patient care
About the internship

- Worked with one main Frontier Program for all ten weeks of the internship
- Goal was to come up with a growth strategy to expand and improve patient care across all Frontier Programs
- Tasks were to conduct desktop research and analyze program data to break down existing processes and find areas to improve
My work

- Identified areas to improve CHOP operations and market opportunities to reach over the course of an internal review process
- Presented my findings to CHOP physicians to initiate a discussion on ways to implement changes
- My data and the physicians’ ideas were shared across other departments such as marketing, National Provider Engagement, and Global Medicine, in order to expand patient care to target areas
Limitations
Challenges

- Feeling out of my comfort zone in a medical setting as an Operations Research and Financial Engineering student
- Adjusting to the demanding pace of work and high expectations of my supervisor
- Adjusting to a remote internship and maintaining a structured work day
Discussion
Key takeaways

- Increased confidence
- Improved communication skills
- Honed analytical and critical thinking skills
- Personal connections with employees all across different departments at CHOP
- Better understanding of the Healthcare industry as whole
- Insight into future careers
Next steps

- Continue to seek fulfilling work that helps to improve the lives of others - possibly take a deeper dive into the Healthcare industry
- Continue to seek opportunities to learn and serve my community
- Keep in contact with CHOP members and PICS mentor