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Transitioning from the Military to Civilian Healthcare

1

Disclosure of Relevant Financial Relationships

- The following faculty of this continuing education activity has no relevant financial relationships with commercial interests to disclose:
 - Gigi A. Simko, MBA, FACHE
 - Stephanie J. Underwood



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Disclosure of Relevant Financial Relationships

- The following ACHE planners of this continuing education activity have no relevant financial relationships with commercial interests to disclose:
 - David Bartholomew, FACHE, Senior Vice President, Learning
 - Molly Lowe, FACHE, Director, Content Strategy
 - Shannon Heflin, Program Specialist



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Faculty

- Gigi A. Simko, MBA, FACHE
 - Senior Manager, Practice Operations, Connecticut Children's
 - Colonel, Retired, United States Air Force
 - Past Member of ACHE Board of Governors
- Stephanie J. Underwood
 - Independent Executive Search Consultant
 - Former Vice President, Executive and Physician Leadership Search, AMN Healthcare
 - Former Senior Vice President, Tyler & Company



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Learning Objectives

- Review survey data from recently transitioned military personnel. Compare and contrast real-life transitioning experiences with survey results
- Review professional development techniques needed for transition



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Agenda

- Survey Results
- Making the Transition
- The Practical and Tactical
- Q&A



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Survey Results

Gigi

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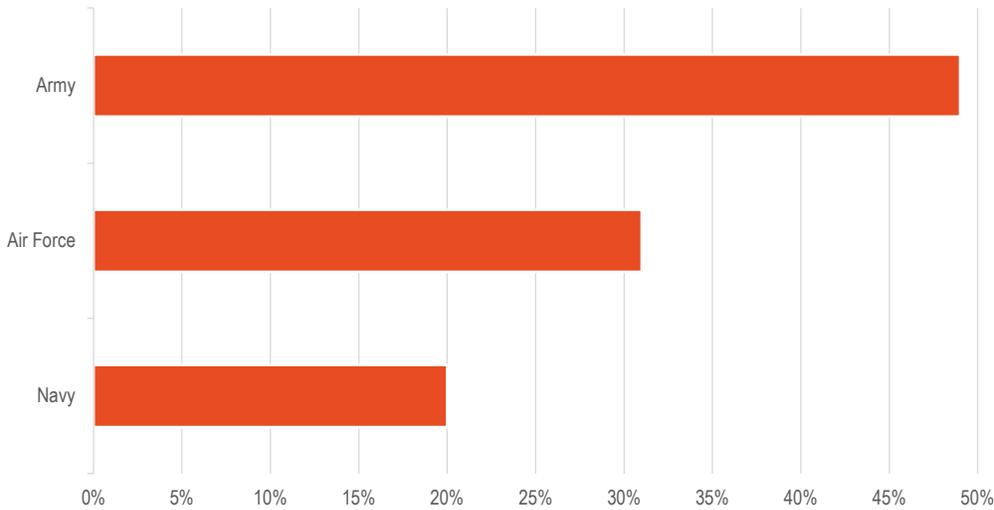
2023 Survey | Military Transition

- Total number of responses collected: 93
- Sample size: 304
- Response rate: 31%



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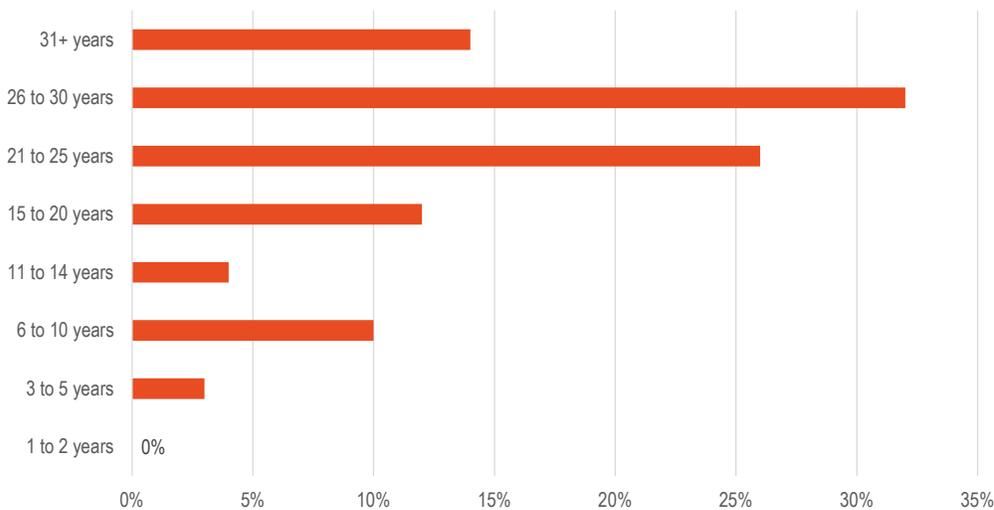
Branch of Service



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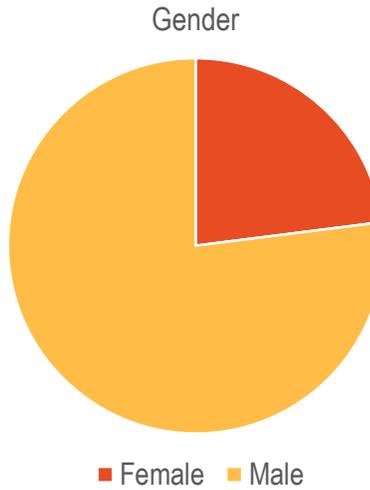
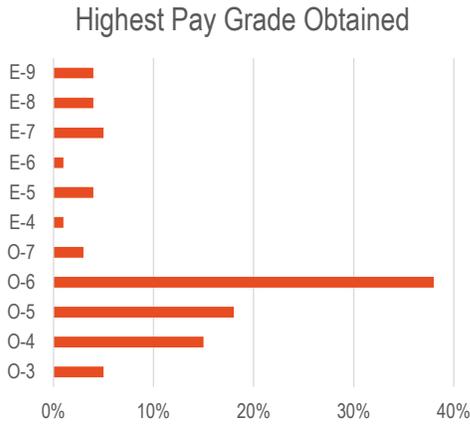
Time in Service



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Highest Pay Grade and Gender



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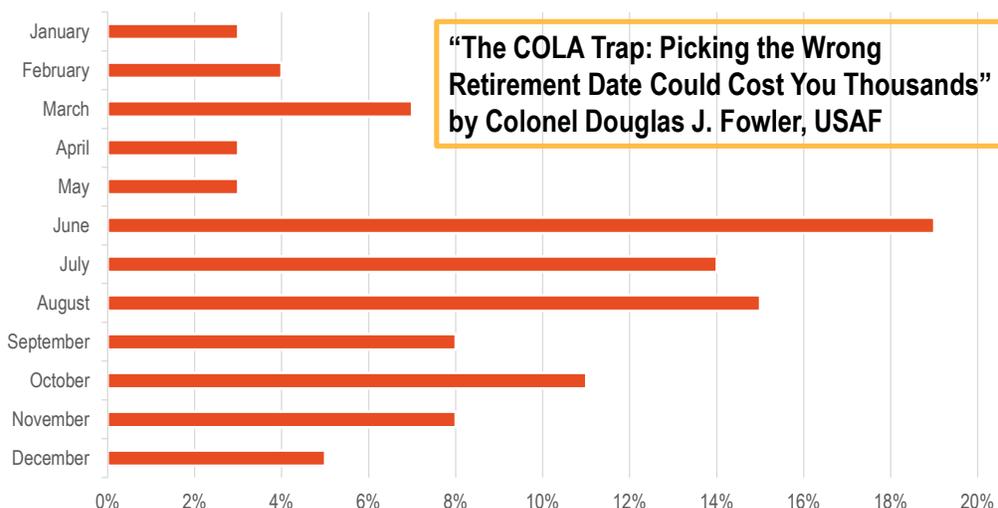


Mayank Sharma, PMP
Program Manager, UCLA Health
Former SSgt. USAF



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Month of Official Separation Date

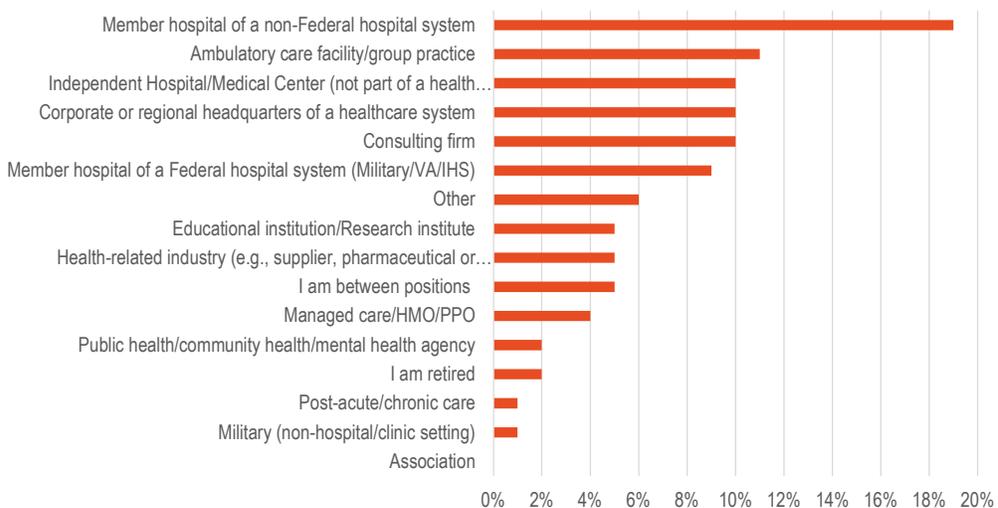


“The COLA Trap: Picking the Wrong Retirement Date Could Cost You Thousands”
by Colonel Douglas J. Fowler, USAF

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Current Work Setting

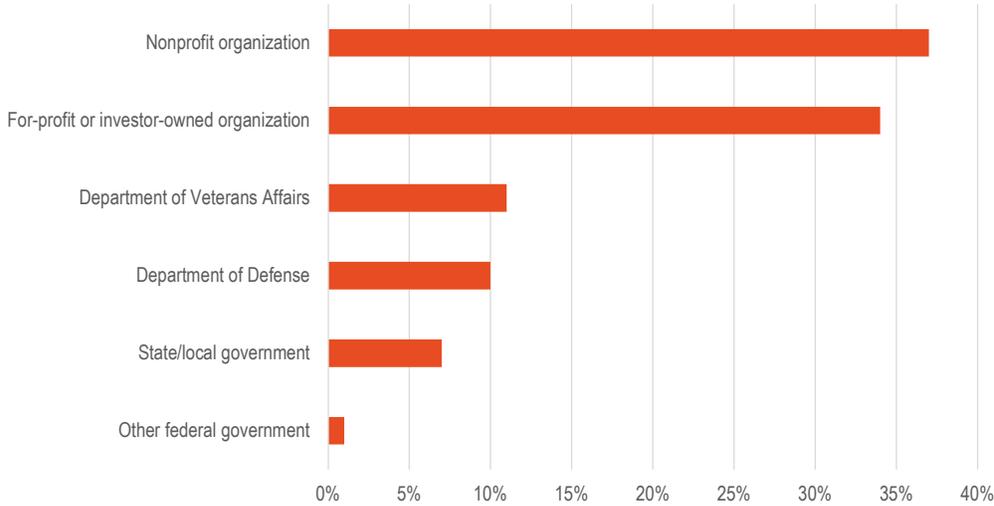


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Current Work Setting:

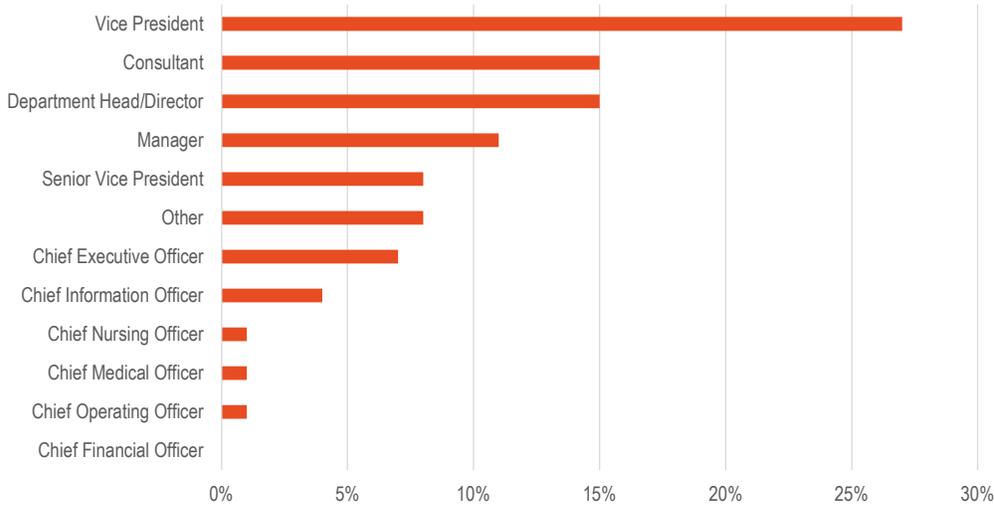
Federal, State, Nonprofit or For-profit



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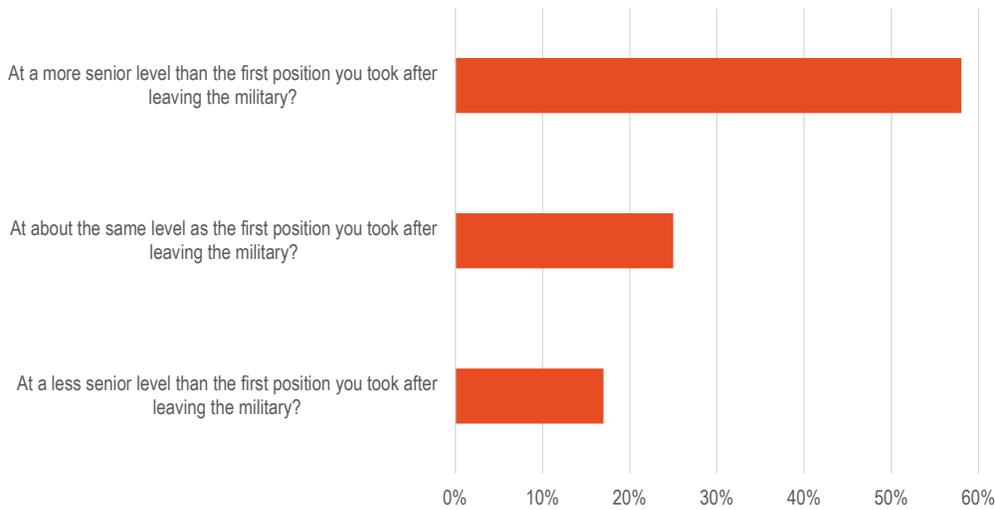
Current Position



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Current Position



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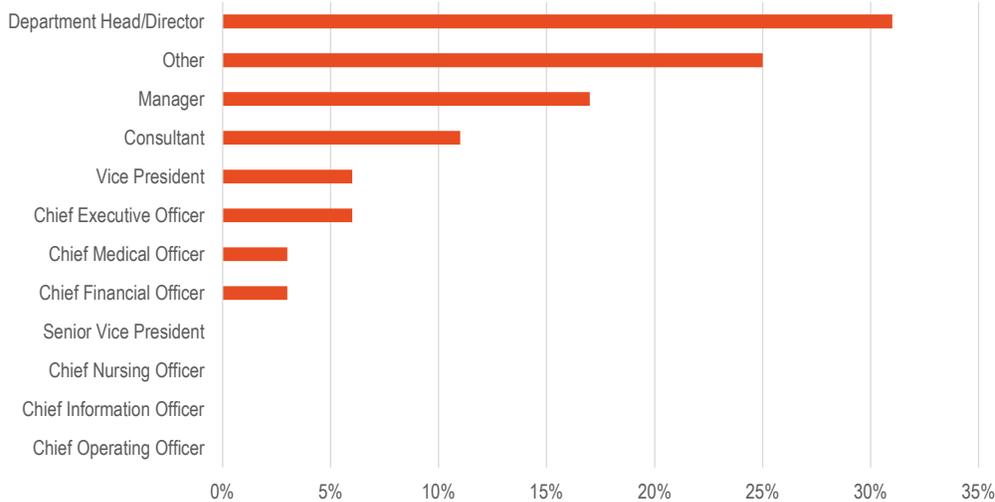


Ron Fitch, P.E.
President, UCHealth Pikes Peak Regional Hospital and Grandview Hospital, CO
Colonel (Retired), USA



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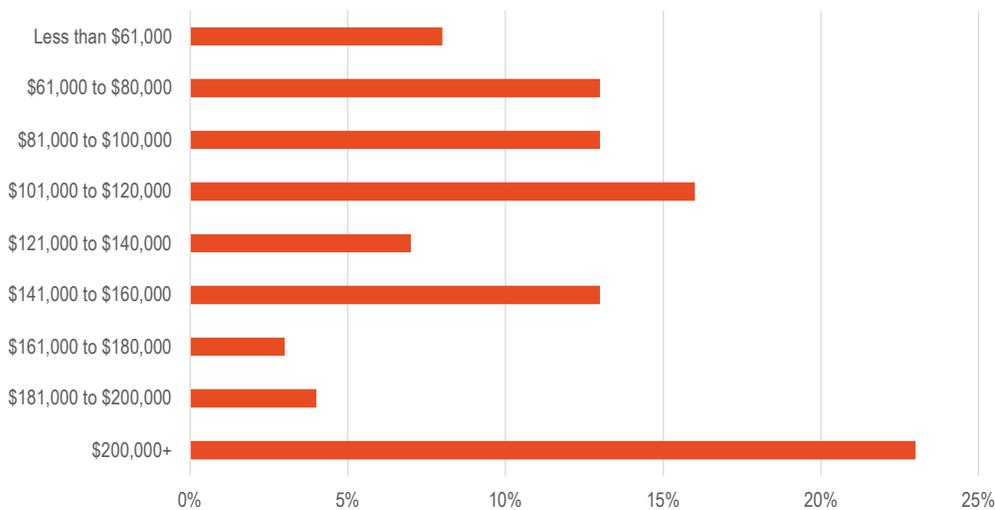
First Position after Leaving the Military



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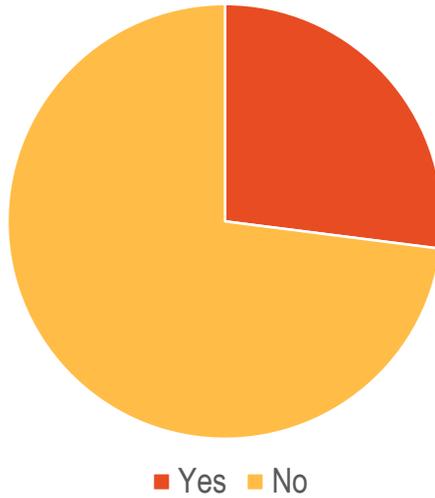
Starting Salary in First Position



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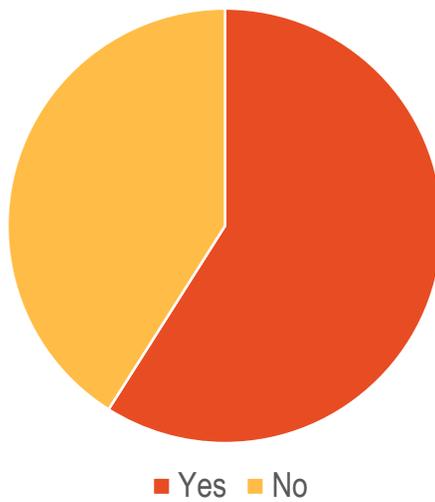
20

Sign-on Bonus for First Position



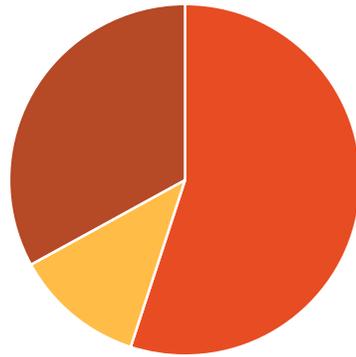
21

Annual Incentive in First Position



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Still in First Post-Military Job

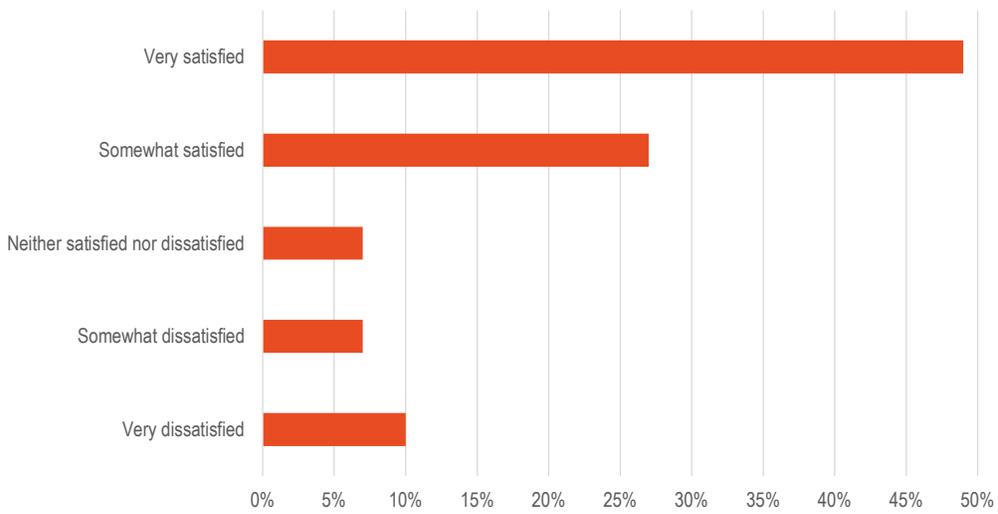


- Yes
- No, but I am with the same organization
- No, and I am no longer with that organization

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Satisfaction with First Post-Military Job



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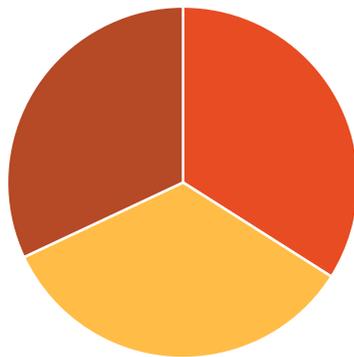


Wendy Franke, FACHE, PMP
Chief Quality Officer, Riverwood Healthcare Center, MN
Lt Col (Retired), USAF

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When did you secure your job?

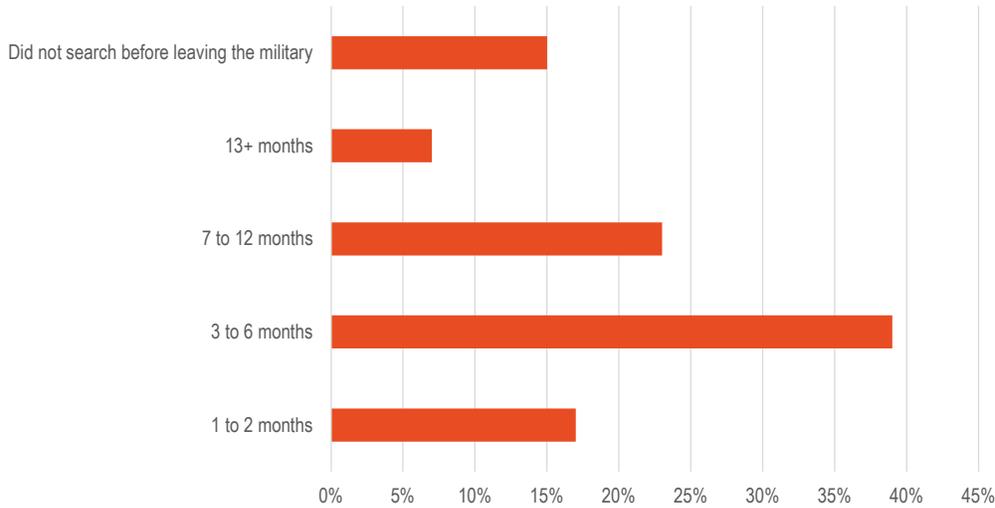


- After your official separation or retirement date
- While on terminal leave
- While in the military



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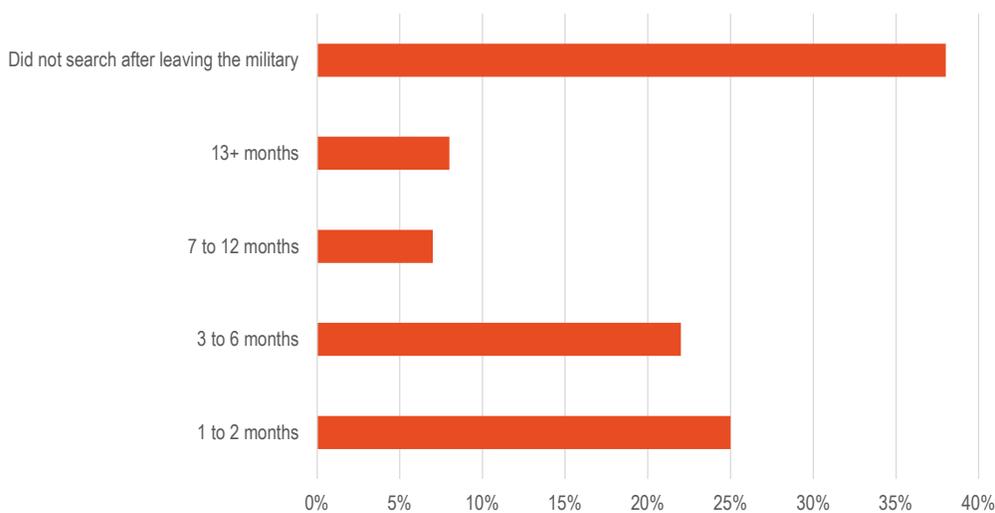
How many months did you look for your first civilian position before you left the military?



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How many months did you look for your first civilian position after leaving the military?



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Making the Transition

Stephanie

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In the job hunt...



Your Network is
Your Net Worth



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LinkedIn

- Widely used and still growing among healthcare audiences
- Recruiter platform (push) and job posts (pull)
- Update settings/Control what others can see: open to work, contact settings
- Enhance your profile
 - Posts (authored by you and/or others)
 - Executive summary
 - Employment
 - Education
 - Recommendations



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LinkedIn (continued)

- Upgrade to LinkedIn Job-Seeker Premium (free for one year for military or vets and includes LinkedIn Learning)
- Network with 1st and 2nd degree connections first
- Customize your message
- Don't be afraid to ask for a brief call
- "Follow" relevant groups, i.e. associations, search firms, universities, specific potential employers
- Check feed every day



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Some Networking Rules

- Do not overstay your welcome
- Share information that is beneficial to your connection
- Ask if you can be of help
- Track your progress



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Job Boards

- ACHE
- LinkedIn
- Indeed
- Zip Recruiter
- Career Builder
- Organization/Association-specific



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Search Consultants

- Retained or Contingency
- Never charge job seekers for services
- Depend on a robust database
- More interested in senior level leaders
- Most prefer email messages above phone calls



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Job Offer Considerations

- Money



- Opportunity



- Location



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Guidelines

- If only **one** factor is positive, **pass**
- If **two** factors are positive, **consider**
- If **two** factors are positive, especially **location**, **get really serious**
- If all **three** factors are positive, **accept quickly**



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Photos: ACHE

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Practical and Tactical

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What three things would you **advise** transitioning military personnel do to help them get a civilian job?

- “Be humble; you will not necessarily transition from military senior leadership position immediately to equivalent civilian role. May need to accept lower level offer first and work way up through new org.”
- “Attend all transition (TAP) programs. Focus on LinkedIn, resume, and interview resources and training. Keep talking to your network and expanding your network. It was PEOPLE that landed me the job. Resume and interview were 2nd.”
- “Demilitarize everything so you can tell a compelling, relatable story about your experience.”
- “Practice interviewing, even if in front of a mirror. Think through responses to several potential interview questions/research the company. You may not know everything, but this will demonstrate confidence/competence.”
- “Develop and maintain a network both inside and outside of the military while you are on Active Duty. You can do this through joining professional organizations (e.g. ACHE, HFMA, PMP, HIMSS, ASCM, etc.), attending professional conferences, Education With Industry (EWI), and volunteering on local community organizations or boards.”
- “Network” and “Start early” mentioned over and over.



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What three things do you believe would hurt or hold back transitioning military personnel in trying to find a civilian job?

- “A poorly written resume that forces the Hiring Manager to make assumptions about your work experience.”
- “Assuming you can start in the same place that you left off (I.e. same amount of responsibility).”
- “Failure to adequately translate your examples into terms hiring panels can understand. Demilitarize everything you're saying and explaining.”
- “Not being prepared to answer the question about why they want to work for the target employer in a way that highlights their skills and how they will enhance the company and not just what is attractive about the company itself.”
- “Not having a 4 year degree. For management a Masters is really needed to distinguish yourself. MBA, or terminal M.S., in healthcare related field.”
- “Lack of preparation”
- “LinkedIn photo in uniform”
- “Understanding civilian financial frameworks and payor relations”
- “Waiting too late to start the transition process”



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Resume

- Translate job titles, e.g., Executive Director instead of Commander
- Format: contact information, key qualifications, professional highlights, education & training and volunteer leadership experience
- Use Civilian terms

Commands 435 medical support and group staff personnel supporting the Air Force's largest medical center
Member of Executive Staff
Manages expense of \$360 million and 2,500 staff



Key member of the Executive Team, led 435 personnel in supporting the Air Force's largest medical center in delivering healthcare and managed a \$360 million budget in order to deliver healthcare to 130,000 beneficiaries.



Key member of Executive Team, led 435 team members; managed \$360 million budget; delivered healthcare services to 369,000 beneficiaries in joint venture with Department of Veterans Affairs.

Oversaw Medical Service Corps officer accessions, career development and assignment policies
Validated and updated Air Force Specialty Code Classifications, ensuring the proper grade and skill mix among medical service professionals to accomplish the Air Force mission



Crafted guidance on health services administrator accessions, career development and assignment policies to assure top candidate recruitment and high employee retention.



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Interview

- Prepare a 30-second elevator speech
- Research the organization
 - What is the organization's mission? Vision statement? What values does it espouse? Does it deliver clinical care only? Or does it have an academic or research program? Who is in leadership? Is it physician, nurse or administrator led? Is for profit or non-profit? Federal or state? What is its annual revenue? How is it organized? Health system or free-standing hospital?
- Dress up for the occasion
- Eliminate “sir,” “ma’am” and other military jargon like rank
- Ask them questions – you’re interviewing them, too
- View every encounter as an opportunity to sell yourself



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Compensation

- Assess your personal financial needs
- Look up average salaries in the area
- Consider base pay + benefits
 - Paid Time Off (PTO) and Family & Medical Leave Act (FMLA)
 - 403(b) Retirement Plan
 - Medical, Pharmacy, Dental and Vision
 - Supplemental Life Insurance
 - Short and Long Term Disability
 - Education and Training Assistance Program
 - Employee Assistance Program (EAP)



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Resources

- American College of Healthcare Executives
 - [Resources for Transitioning Military Members](#)
 - Resume review
 - Interview prep
 - Coaching
- Department of Defense
 - Transition Assistance Program (TAP)



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Gigi's closing thoughts

- Prepare early and prepare often!
- Think about what you want to do beyond a career
- Manage your expectations



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Stephanie's closing thoughts

- Maintain a good resume (demilitarized) with quantifiable data
- Elevator speech/executive summary around your passion or what you're great at
- Questions/what haven't we talked about?



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Contact Information



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Senior Manager, Practice Operations
Connecticut Children's

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gsimko@connecticutchildrens.org



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Gigi A. Simko, MBA, FACHE

Gigi A. Simko, FACHE, served in the United States Air Force as a Medical Service Corps Officer for 24 years. In 2020, she retired in the grade of Colonel and joined Connecticut Children's. The only health system in the state 100% dedicated to kids, it delivers more than 30 pediatric specialties in 40+ locations throughout Connecticut, Eastern New York and Western Massachusetts.

Gigi's military career included assignments in Texas, California, Delaware, Ohio, Washington, D.C., England, and Florida, as well as a deployment to Southwest Asia.

Gigi served on the Board of Governors of the American College of Healthcare Executives from 2018-2021, as the ACHE Regent for the Air Force from 2016 to 2018, as an ACHE Regent-at-Large for District 6 from 2010 to 2014, and on several committees.



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Contact Information



Stephanie J. Underwood
Independent Executive Search Consultant

(215) 284-5126
underwood175@comcast.net



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Stephanie J. Underwood

Stephanie J. Underwood has nearly 30 years of experience in leading the recruitment of highly qualified candidates in the healthcare sector. Grasping the subtleties of "culture" and "fit" in the executive search process, she has excelled in client/candidate relations for organizations focused on strengthening their leadership teams in both the delivery and payor environments. Stephanie is an independent healthcare executive search consultant based in Philadelphia. Previously, she served as Vice President in the Executive and Physician Leadership practice of AMN Healthcare (formerly Phillips DiPisa), one of the largest healthcare workforce solutions companies in the nation. Prior to that, she spent 16 years at Tyler & Company. Stephanie is a long-standing member of the American College of Healthcare Executives. She continues to coach healthcare executives in transition and counsels them on how best to work with search firms.



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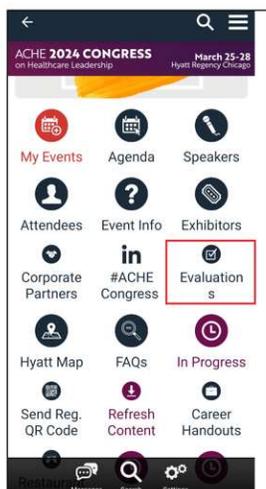
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Evaluate This Session

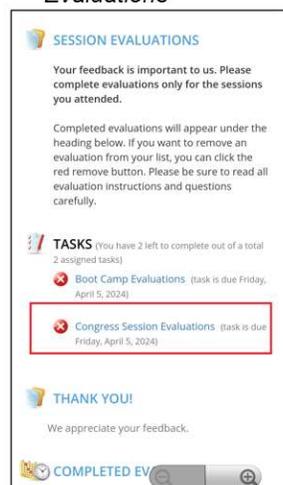
Step 1

1. Locate the Evaluation button on the home screen in the Congress app



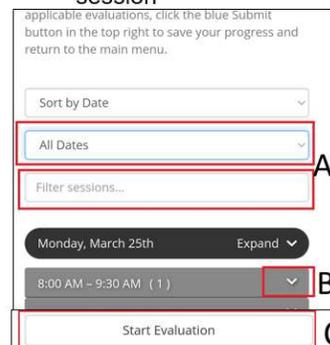
Step 2

2. Select the second task titled *Congress Session Evaluations*



Step 3

3. Search for this session by date or title. Then, select the expand arrow on the time of the session. Finally, select Start Evaluation under the title of this session



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