

# INTERN PROJECT SPOTLIGHT

## MAYA CLINTON

Intern at Maury Regional Medical Center



AGENDA 21  
INTERNSHIP  
PROGRAM

Since 1995, Tennessee Hospital Association's [Agenda 21 Internship Program](#) has connected graduate students from minority and underrepresented groups in healthcare administration with hospital executives for transformative summer internships. This year, we spotlight Maya Clinton, a participant in the program's 29th class and a Master of Health Administration at Western Kentucky University, who interned at Maury Regional Medical Center.

Maya's project focused on developing a discrete event simulation model for the emergency department (ED) to optimize patient flow. By identifying bottlenecks and inefficiencies, her work informed decision-making on staffing and triage protocols, ultimately enhancing patient satisfaction. Through interventions like fast-track lanes and electronic patient registration, she improved both patient experience and resource allocation.

Her clinical exposure involved shadowing ED staff, which provided crucial insights into real-time processes.



*By shadowing staff, I gained firsthand insight into patient flow, resource allocation, and potential bottlenecks. This experience provided valuable context for data collection and model development."*

Despite challenges in aligning different terminologies and methodologies, collaborating with a multidisciplinary team enriched the project.

One of Maya's significant achievements was identifying a bottleneck in the triage process. By implementing a rapid assessment system, her model predicted a 25% reduction in ED wait times, demonstrating the potential for data-driven improvements in patient care.



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