

INTERN PROJECT SPOTLIGHT

MAYA CLINTON

Intern at Maury Regional Medical Center



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Since 1995, Tennessee Hospital Association's [Agenda 21 Internship Program](#) has operated with the mission of matching graduate students 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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