

REGINALD SMITH



Reginald Smith, Ph.D., was an Agenda 21 intern in 2007 at Methodist University Hospital in Memphis while pursuing his undergraduate degree at the University of Tennessee at Chattanooga. The experience allowed him to gain hands-on exposure to hospital administration while returning to his hometown for the summer.

Under the mentorship of HR Director Marty Keith, Smith rotated through multiple departments, including finance, administration, and clinical operations. His time in the colorectal pelvic floor center and transplant services highlighted the complexities of hospital leadership and operations. The experience helped clarify his career goals and shaped his perspective on organizational management.



I got to see the different temperaments of people in various departments, which gave me a real understanding of how hospitals function as complex systems."

Now Executive Director of the Bethlehem Center in Chattanooga, Smith credits his internship with steering him toward public administration rather than healthcare administration. "I realized I wanted to be in leadership, but I also saw that there were multiple ways to get there outside of the traditional MHA route," he explained. The experience reinforced the importance of leadership, financial strategy, and operational efficiency—skills he applies daily in nonprofit management.

For future interns, Smith encourages exploring all facets of hospital administration and building strong professional networks. The program broadened his understanding of decision-making in large organizations, a lesson that continues to guide his career.



**AGENDA 21
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For more information about the program, contact Program Manager Karizma Whitfield at kwhitfield@tha.com.