

**University of Pittsburgh
Physicians**

Western Psychiatric Hosp.

Margaret L. Ealy, CPA, MA
Executive Administrator

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Whom It May Concern,

Please allow me to introduce myself. I am an Executive Administrator with both the University of Pittsburgh Medical Center (UPMC) and the University of Pittsburgh School of Medicine (Pitt SOM). I am currently responsible for the overall management and administration of the Department of Psychiatry (approx. 300 faculty and staff), the Department of Plastic Surgery (approx. 100 faculty and staff) and the primary care team at Western Psychiatric Hospital of UPMC (approx. 20 faculty and staff). I have served in the role of Executive Administrator at increasing levels of responsibility for nearly twenty years. I am also an adjunct faculty member in the School of Public Health (for Healthcare Administration classes) at the University of Pittsburgh, the School of Nursing (for Healthcare Administration classes) at Duquesne University and in the School of Business (for Accounting and Finance classes) at Duquesne University. I am writing this letter on behalf of Paige Schmitt, who was one of my students while attending the University of Pittsburgh for her undergraduate degree.

As Paige's professor, I had the opportunity to observe her work and her demeanor on numerous occasions. Paige is interested in pursuing a master's in healthcare administration so that she can have a fulfilling career in the healthcare industry in the future. Her goal of earning a graduate degree will position her well to become part of the solution to our many health administration challenges today, including access to healthcare, reducing the cost of healthcare and quality improvement in healthcare, to name some of today's most prominent challenges in healthcare. She has already had some healthcare industry experience via both employment and volunteer opportunities in the healthcare field. Currently, she volunteers her time at Vincentian Home, while also being employed by the American Medical Women's Association as their business manager and by Starbucks as a barista. Vincentian Home provides both short-stay rehabilitation services and long-term care services to patients. It is impressive that Paige manages all of these responsibilities in addition to her class load. It is notable that Paige's volunteer work is focused on a clinical area which is often underserved and understaffed in the United States.

Paige's desire to get involved in the classroom and in the healthcare industry, her work ethic and her ability to interact well with others would make her an asset to any graduate program. As part of my classes, Paige spent a great deal of time learning about the fundamentals of healthcare management and administration, in addition to learning some important financial concepts and technical skills focused on ensuring the sustainability of various healthcare entities by understanding revenue cycle management, expense management and staff benchmarking concepts

and tools to facilitate sustainability in healthcare organizations. Paige demonstrated the ability to work effectively with others and to always maintain a professional manner when involved in case study review and presentation involving a number of healthcare administration topics and challenges. Her responses and questions were often very well thought out before being presented to her peers in the class and to me as the instructor.

I have no doubt that Paige would value an opportunity to add to her knowledge and skill sets as a graduate student at your esteemed institution. As I said stated previously, she would be an asset to any graduate program. Please feel free to contact me, should you wish to discuss Paige's qualifications any further.

Sincerely,

A handwritten signature in black ink that reads "Margaret L. Ealy". The signature is fluid and cursive, with the first name "Margaret" being the most prominent part.

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