

# Jordan Aronhalt

**Current position and company.** Jordan is the Director of Operations for the Center for Advanced Medicine at the Northwell Health System in New York City, NY.

**Education and internship history.** Jordan graduated with his Bachelors of Science in Industrial and Systems Engineering from the Ohio State University. Two internships allowed him to prepare for the everyday work environment. He spent 3 months at a fluid systems manufacturing facility and 10 weeks at PPG manufacturing.

**Current position.** Jordan is responsible for four departments within the building; environmental services, valet and greeters, security and engineering. He works with the capital improvements team to help construct new spaces for clinical services coming into the building. Along with each department, he is a Culture Leader, which means he is responsible for pushing the envelope for the patient experience. He helps facilitate activities with employee engagement like farmer's markets, religious services, and appreciation events.

**His normal day.** His team uses demand patterns to appropriate staff valet, receiving departments, and patient transport services. In maximizing their available space, they look at room utilization for the operating room and clinical areas. Many of their everyday activities involve coordinating across departments, using basic process mapping and standard operating procedures to ensure consistency.

**SHS involvement.** Jordan has been involved with the Society for Health Systems for 1 year. He joined so he could attend the annual SHS Conference know as Healthcare Systems Process Improvement Conference in 2015. He presented his work on Operating Room Efficiency in Orlando, FL.

Connect with Jordan on LinkedIn [here](#).

**Why SHS?** During his first conference, he got paired with a mentor who has been fantastic.

This relationship was established through participating in the Young Professional group. He has stayed with SHS for the networking, resources, and knowledge sharing. He really enjoyed seeing the breadth of projects at the conference and connecting with peers and mentors at the Young Professionals' dinner.

**Passion for healthcare!** The high cost of healthcare in the US presents an immense problem to a large portion of our population. Working towards a more efficient system that can provide more care to everyone will be even more important as the populations continue to age. Jordan hopes to one day make "getting care" easier for people of all populations.

**On a personal note.** While he grew up in Zanesville, Ohio, he is now experiencing life in NYC. You can find him in the weight room, on the basketball court, or at a coffee shop or pub meeting people.

**Connecting with patients.** Jordan volunteers with Hospice Care Network doing what's called "companion visits". He spends time with either the patient or a family member of someone in Hospice on a regular basis. This is his venue for providing patient care, since he sees so much of it at work but is more directly involved in operations and administration.

**Internship opportunities.** While Northwell does not have a comprehensive internship program, each department or hospital hosts their own.

[Contact Jordan](#) if you want to find out more information.

