

VITA NATALEE HILL



EDUCATION / CERTIFICATIONS

June 2019	Certified Healthcare Professional in Quality (CPHQ) National Association for Healthcare Quality
October 2018	Change Management Certification PROCSI
July 2012	Veterans Health Administration Certified Mentor Department of Veterans Affairs
June 2012	LEAN Six Sigma Black Belt Certification VISN 3 NY/NJ Veterans Healthcare Network
July 2009	MPA in Health Services Management Mercy College, Dobbs Ferry, NY
July 2004	B.S. in Biology Pace University, New York, NY

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PROFESSIONAL ACTIVITIES

2016 - 2020 Hudson Valley, NY Healthcare Industry - Various Organizations

- Strategy development for quality performance measures valued at \$77 million (HEDIS & DOH)
- Design, implement and manage a Quality, Technology and Project Management Office to support Medicaid Redesign initiatives
- Engage a diverse array of partners (including hospitals, FQHC's, primary care practices, behavioral health providers, Health Homes, etc.) in quality/performance improvement, project implementation and identification of technology/HIE requirements that contribute to development of an integrated delivery system in the Hudson Valley region
- Plan and operationalize performance reporting and data sharing strategy for a network of partners
- Establish innovative processes to drive patient centered clinical workflow changes across various provider types (example behavioral health patient population)
- Lead a series of process improvement workshops to facilitate reduction of avoidable ER visits across a network of hospitals
- Planned & launched a hypertension improvement project / learning collaborative with FQHCs & family health clinics; up to 57% reduction of uncontrolled HTN patients

2013 - 2016 NY, NY Healthcare Industry - System of Hospitals & Affiliated Partners

- Developed 2015 Quality/Performance Improvement Strategic Plan for managing system hospitals at corporate level
- Managed implementation of 2015 System Quality & Patient Safety Goals across 5 system hospitals
- Evaluate and assess Quality/PI infrastructure and activities at system hospitals for strategic alignment
- Quality Improvement advisor to Nursing Home System Members
- Consultative support to The Silvercrest Center for Nursing & Rehab executive team to Reduce Hospitalizations of Long-Term "Chronic Critically Ill" Residents/Patients: Reduced hospital transfers by 31%, hospital admissions by 30% and 30-day hospital readmissions by 34%; 14% Pharmacy cost savings at \$140,759; 455 Labor hours saved at \$23,987; HANYS 2015 Pinnacle Award and 2015 *Long-Term Living* OPTIMA Award
- Track and present federal updates on CMS Quality Programs to System executives: IQR, VBP, HAC
- Facilitate teamwork in developing measurement systems, improvement efforts and changes
- Advise Patient Care Directors and unit frontline staff on Environment of Care improvement opportunities and solutions
- Manage and facilitate various system-wide quality focused events for a network of hospitals

2009 - 2013 Bronx, NY Healthcare Industry - NY/NJ Regional Network of Hospitals

- LEAN Six Sigma and operations excellence leader
- Developed and implemented a Systems Redesign/LEAN Six Sigma Program and infrastructure to support 1,500+ employees
- Coached 40+ projects to completion including Reducing Coding Errors in Orthopedic Clinic, Reducing Wait Time for Spinal Cord Injury Beds, and Decreasing Wait Times for Outpatient Physical Medicine & Rehabilitation
- Partner with NY/NJ Network Office to support regional improvement initiatives
- Successfully led a regional Patient Safety Initiative to Improve Hand Hygiene Compliance Rates at five facilities across NY/NJ Veterans Healthcare Network

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- Managed comprehensive improvement projects in collaboration with Physician Specialty Chiefs to improve Liver Cancer and Lung Cancer workflow processes
- Improved Sterile Processing Service workflow
- Provided consultative guidance to executive leadership, middle managers, supervisors, and front-line employees (clinical and administrative) in identifying improvement opportunities and executing process changes throughout the medical center
- Led and facilitated teams through system improvement activities, metrics, and redesign strategies
- Encouraged support and developed excellence in the medical center
- Developed and facilitated LSS training events in formal and informal environments for individuals and small and large groups
- Trained over 400 employees, specifically top administrators and middle managers, doctors, nurses, other professional staff and support staff in process improvement methodologies (Yellow Belt and Green Belt)
- Partnered with a hospital's Education Department to assist in the professional growth and development of employees in leadership programs (such as Clinical Nurse Leadership) by teaching systems thinking concepts, critical thinking and problem solving skills

2005 - 2009 NY, Puerto Rico Life Sciences /Biopharmaceutical Industry

- Ensured quality of root cause analysis and appropriate corrective actions in order to resolve customer complaints
- Assured Quality responsiveness and support to major Biopharmaceutical customer accounts
- Product trends and risk management
- Analyzed categories of customer / product complaints, projects and identified failure modes
- Trending reports

CONFERENCE PRESENTATIONS

- VHA Hand Hygiene Summit (August 2012): *An Application of Lean Six Sigma Methodology to Hand Hygiene Compliance*. Chicago, IL.
- Hudson Region DSRIP Public Health Council (July 2016): PDSA Workshop. Hudson Valley, NY.
- NYS DSRIP PPS Learning Symposium (September 2016): *Implementation Methodology: Using the Model for Improvement* Panel Session. Finger Lakes, NY.
- MHVC Behavioral Health Learning Collaborative (November 2016): *PDSA Application to Behavioral Health Integration Project*. Hudson Valley, NY.
- IHI National Quality Forum Workshop (December 2017): *Learn How Community Partnerships Cut ED Utilization by 33%*. Orlando, FL.
- NYAPRS Annual Executive Seminar Conference (April 2019): *Demonstrating Your Value Through Data Analytics* Panel Session. Albany, NY.
- Take the Pressure Off, NYC! 3rd Annual Summit (October 2019): Whole Body Wellness Breakout Session. *Controlling Hypertension Through Planned Interventions*. NY, NY.
- IHI National Quality Forum Storyboard Reception (December 2019): *"What Matters to You?" Building Relationships to Improve the Patient Experience Metrics & Employee Engagement*. Orlando, FL.

