



Dawn M. Hall has over fourteen years of experience as a healthcare professional. Her specific experience includes healthcare consulting, human resources management, application design and implementation, and significant experience at identifying opportunities in a large healthcare system.

Key to both roles, operations improvement consultant and quality analyst, was supporting the organization with appropriate and timely information, analysis and recommendations for improvement. The initial challenge was to develop accurate and timely measurement reports that would provide information to departments on key indicators. Many of these reports used severity adjusted data (3M APR) in order to identify more precisely the opportunities that exist. Goals on the MHA reports were achieved. Variance Tracking Applications for care management and quality were built and implemented to supply critical resource of information necessary for improvement. Projects to improve the laboratory, radiology, pharmacy, payroll, and human resources were completed and presented with recommendations. Improvement efforts designed to engage physicians in improvement efforts were presented with bubble charts designed to stimulate discussion of practice variation at the medical staff section level. Individual Physician feedback reports system evolved from a length of stay and mortality indicators with state and norm comparisons to include indicators quality indicators (CMS), consultations, and medical staff meeting attendance. Brochures and feedback reports were distributed to physicians quarterly, and then semi-annually. Other areas included mining the pharmacy occurrence system for trends/performance improvement, education to the organization on severity methodology, assisting in implementing new decision support systems, and supporting care management and quality in improvement endeavors.

As a benefits analyst and manager in human resources for a large healthcare system she experienced the employer side of the struggles to keep healthcare costs low. From encouraging employees to keep healthcare services within the system to lowering benefit coverage she encountered the same pressure that escalating healthcare costs bear on the typical company and consumer. Detailed analyses of costs by benefit type, employee group, plan coverage, administrative and dispensing fees, (etc.) were essential to understanding expenses and designing a roadmap. Streamlining processes to ensure accurate enrollment, eligibility, and carrier payments decreased costs and increased employee satisfaction. The development of an internal flexible benefits enrollment system reduced costs to the organization by eliminated expenditures to outside agencies in administration of annual enrollment for 9,000 employees for over 8 years.

Ms. Hall received a Bachelor of Science in Administration from University of Michigan - Dearborn School of Management with majors in Finance Administration and Marketing Management and a Master's in Health Administration from the University of Detroit-Mercy.

She has also been an adjunct professor at University of Detroit Mercy in the Health Services Administration Department, a member of the Trenton Jaycees for 5 years winning Project of the Year and Woman of the Year Awards, and is a member of the Michigan Healthcare Executive Group and Associates.