

# Joanne Imbert, MHA

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**EXECUTIVE SUMMARY:** Accountable, hard-working, and integrity-driven leader. Passionate about improving business processes, building a patient-centric organization and culture, and implementing tools to drive and maintain change. Healthcare leader with experience from Administrative Fellowship work at Ascension St. Vincent. Knowledgeable on LEAN tools and process improvement strategies.

**Demonstrates expertise in:**

|                             |                          |                           |
|-----------------------------|--------------------------|---------------------------|
| Collaborative Team Building | Process Improvement/LEAN | Trust Based Relationships |
| Leader Development          | Onboarding & Orientation | Accountable & Responsible |
| Strategic Planning          | Communication            | Time Management           |
| Collaborative Leadership    | Influence vs. Authority  | Change Management         |

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## **PROFESSIONAL EXPERIENCE**

**Operations Manager at Ascension Health, *National Position* **October 2020 - Present****

Develop, manage, plan, facilitate, and roll out a new National Care Model across markets in different 20 states. Meet with leadership to "sell" the new model, providing resources to staff and training on the changes. Serves as liaison between the national team and local markets.

Plan, coordinate, and organize education and training within the National Care Model that will go out to staff in each of the 20 markets (states). Ensure that the education team is up to date on changes to workflows and policy updates so that education is being provided in those areas.

**YoungLife Area Lead, *Zionsville, IN (Part-time)* **September 2020 - Present****

Current staff leader for Zionsville Young Life; a non-profit organization that puts Christ first and works to grow with children in the faith as well as mentoring and serving as a positive role model.

*Other duties include:*

- Yearly Budgeting
- Recruiting Leaders & Volunteers
- Facilitating and leading small group sessions, events, and community engagement

**Program Manager at Ascension St. Vincent, *Indianapolis, IN* **July 2019 – October 2020****

Manages various bodies of work within the Employer Direct Service Line. Facilitates meetings, strategy sessions, and recommends follow-up steps.

- Managed acquisition of \$5 Million physician owned practice. Managed acquisition teams consisting of HR, IT, Operations, EMR integration, Finance/Accounting through the entire process and managed smooth transition of systems onto the Ascension platform.
- Manage, lead, and collaborate with various subgroups in areas of human resources, finance, accounting and others to arrive at desired goals and deadlines.

**Administrative Fellow at Ascension St. Vincent, *Indianapolis, IN* **July 2017 – July 2019****

Administrative Fellowship program at St. Vincent Indiana, part of Ascension. Current role demands management of small teams, operational duties, ability to assist in the formulation, enhancement and implementation of organizational strategies and policies, analyzing specific financial targets and operating

budgets, use of LEAN tools and techniques, leading various groups, high level project management, and leadership development.

- Plan, direct and coordinate day-to-day functions within physician practice with a staff of about 45.
- Maintain an operational environment in which budgets, policies, personnel and processes are conducive to cost and support of physicians within the practice.
- Leads process improvement initiatives focused on improving quality of patient care and safety,
- Achieved a 32% reduction in Heart Failure Readmission using clinical process improvement tools and initiatives
- Projected \$400,000 increase in revenue for Executive Health services by developing new pricing structure
- Reduced Pyxis fill time by 80% at St. Vincent Indianapolis. Decreased excess inventory by \$10,000 with an estimated \$20,000 in reduced product waste, and excess inventory for the Pharmacy
- Increased access to services for high risk moms using Telegenetics capabilities
- Determined need, and managed plans for OHM to Systoc migration at Public Safety Medical to allow for more streamlined information and billing capabilities
- Created state-wide Oncology dashboard to track oncology patient volume and referrals throughout the state of Indiana

**University of Kentucky Track and Field, Lexington, KY**

**Fall 2011 - Summer 2017**

- Graduate Assistant Coach – Assisted with day-to-day team operations, expenses, travel, and practices from 2014-2017
  - Managed and coached team of about 80 athletes while maintain full time graduate level course work, and travel. Coordinated team travel, meetings, practices, and events
  - Responsible for determining and maintaining yearly budget
- Athlete – Contributed to teams “All SEC” titles for 4 seasons from 2012 to 2014, as a high jumper and multi-event heptathlete

**Ambulatory Services Intern at University of Kentucky Healthcare, Lexington, KY**

**Summer 2016**

- Accountable for team planning for improved medical office space using historic patient volume and forecasted growth
- Identified waste in the workflow of Nurses and Techs in the areas of documentation and follow-up calls to patients

**Volunteer Receptionist at Mercy Medical Center, Rockville Centre, NY**

**Summer 2009**

- Responsible for front office call answering, scheduling, and customer service needs
- Performed patient-provider language translations (as needed) from Haitian-Creole to English

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## **EDUCATION & PROFESSIONAL ENRICHMENT**

**Master of Healthcare Administration, University of Kentucky, Lexington, KY**

**August 2017**

**Bachelor of Business Administration, University of Kentucky, Lexington, KY**

**May 2015**

**Lean for Healthcare Certificate Program**

University of Tennessee – Knoxville, TN

*Application based course - combines interactive lectures, hands on case analysis, and experimental simulations to provide participants with a learning experience that immediately translates into the workplace.*

**Lean Change Management**

University of Michigan, Ann Arbor, Michigan

Program transforms the way one thinks of change, in a structured way, tying Lean efforts and methodologies to organizational strategies and objectives.

**Coaching KATA**, University of Michigan, Ann Arbor, Michigan

A skill-building process to shift our mindset and habits from a natural tendency to jump to conclusions, to a tendency to think and act more scientifically.

**Aim4Excellence**, St. Vincent, Indianapolis, IN

Process Improvement course provided by Ascension St. Vincent Quality department. Goes through a problem solving A3 document which helps in arriving at a root cause and tracking the small increments of change within a process.

### **Languages**

Fluent in Haitian-Creole

Moderate Spanish

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## **COMMUNITY SERVICE**

**Medical Mission at Home Healthcare Event**, Indianapolis, IN

**2017, 2018**

Responsible for planning, budgeting, ensuring proper staffing, venue, and all necessary supplies were in place

- Assisted with setting up for the event, and taking inventory of remaining supplies afterwards

**Pack Away Hunger – Food Packaging**, Indianapolis, IN

**2017, 2018**

St. Vincent partnered with Pack Away Hunger to pack 30,000 meals for local children and families in need

- Worked with Pack Away Hunger representatives on logistics for planning event

**United Way Campaign, Chair**, St. Vincent Indiana Ministries

**2018**

Responsible for planning and implementing an annual fundraiser for United Way which supports individuals in the community, improving access to care, food security and behavioral health services.

**Pediatric Craniofacial Picnic**, Indianapolis, IN

**2018**

Assisted with budgeting, supplies, and project management of this work

**Ascension Mission and Mentoring Program Graduate**, Indianapolis, IN

**2018**

Educates and connects associates with the Mission and Vision of the founders of the St. Vincent Healthcare system. Graduated June of 2018 and implement a virtual food drive through Gleaners Food Bank.

**Girls on the Run of Central Indiana**, Zionsville, IN

**2018,2019**

A nonprofit organization dedicated to creating a world where every girl knows and activates her limitless potential and is free to boldly pursue her dreams – learnings through pre-planned curriculum and physical fitness

- Volunteer Coach

**2018, 2019**