

JULIE K RALPH, MHA

HEALTHCARE PROFESSIONAL

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PROFESSIONAL SUMMARY

Strategic and results-oriented Healthcare Quality and Patient Safety professional with over 15 years of experience driving improvement initiatives in inpatient and outpatient settings. Expertise quality management systems, root cause analysis, regulatory readiness (CMS/DNV), and data-driven performance improvement. Proven success in collaborating with clinical and operational leaders to strengthen safety culture, reduce harm, and sustain compliance across complex healthcare environments. Adept at translating safety and quality data into actionable insights that support high reliability and continuous improvement. Dedicated to advancing organizational excellence and patient outcomes through evidence-based quality initiatives.

KEY SKILLS

Patient Safety | Quality Improvement | Government Quality Reporting | Quality Management Systems | Regulatory Readiness (CMS -DNV)
| Root Cause Analysis| Epic EMR | Data Analysis | Interdisciplinary Collaboration | Project Leadership

Quality & Patient Safety Improvement Consultant | North Memorial Health | Robbinsdale, MN 4/2021 – 11/2025

- Lead systemwide safety and quality initiatives to improve patient outcomes and reduce harm across inpatient and outpatient settings.
- Served as a consultant to leadership and medical staff, providing expertise in performance improvement methods, systems thinking, change management.
- Conducted Epic chart abstraction to collect data for government-reported quality measure submission to ensure compliance with CMS reporting requirements
- Used the organizational incident reporting system to monitor, trend and support reduction in patient safety incidents to move towards zero harm.
- Facilitated adverse health event reviews and root cause analysis to support the development of meaningful corrective action plans that prevent recurrence.
- Provided support to organizational Quality Management Systems (QMS), ensuring understanding of QMS principles and cohesion with the strategic and operational direction of the organizational QMS.
- Assisted in measure development, analysis and target setting to identify and support opportunities for improvement.

Laboratory Assistant | Park Nicollet Health Services | Minnetonka, MN 11/2005 – 4/2020

- Performed outpatient blood draws and other diagnostic tests.
- Processed incoming specimens for diagnostic laboratory testing.
- Entered critical data into Epic, including laboratory outpatient orders, test results, quality controls for provider incorporation into medical decision-making processes.
- Trained all new laboratory assistants and medical technicians within the draw area to ensure a smooth transition of new employees into independent work.
- Served on both clinic and laboratory safety committees to engage in conversation and improve patient and team member safety
- Performed an independent quality assurance project for order accuracy from clinic staff to reduce ordering errors and potential for lost specimens.

EDUCATION & CERTIFICATIONS

MASTER'S DEGREE | Healthcare Administration | Capella University

2020

BACHELOR'S DEGREE | Business in Healthcare Management | Capella University

2014