

Director of Management Engineering Director of Management Engineering Director of Management Engineering - St. Luke's University Health Network Hellertown, PA Work Experience Director of Management Engineering St. Luke's University Health Network - Allentown, PA 2014 to Present Provide guidance on labor management, cost reduction strategies, scheduling approaches, and operational workflow for 10 hospitals and 250+ physician practices. Directly supervise 2-3 employees. Implemented and managed the daily productivity system which monitored \$1B in labor expenses, leading to having the lowest cost per adjusted occupied bed in the region and being named IBM Watson Top 100 hospital the last 3 years in a row (7 total). Directed a team of systems engineers which has collectively identified over \$35M in expense reduction through projects leveraging systems engineering and Lean approaches in 5 years. Detailed the labor adjustments in two acquired failing hospitals systems joining the network to get them to break-even status within 1 year of acquisition. Built an initiative focused on a unified patient experience through the use of self-service technology in partnership with the Chief Information Officer. Streamlined the processes for 5 of the most concerning and highest-risk areas in the hospital during the Epic EMR implementation project. Strengthened relationships among Operations, Finance, and Information Technology by promoting standardization, common vision, and operational efficiency throughout the healthcare network. Overhauled the FTE approval process to enforce data-driven decision making to control expenses. Trained and coached hundreds of managers in basic Lean concepts. Senior Management Engineer Lehigh Valley Health Network - Allentown, PA 2012 to 2014 Developed operational solutions to problems using traditional industrial systems engineering techniques in the healthcare setting. Developed discrete-event simulations for the Post Anesthesia Care Unit, an outpatient Internal Medicine clinic, and an outpatient Pediatric clinic to identify optimal staffing ratios and bottleneck locations in all 3 cases. Designed optimization algorithms to automate the schedule planning for the Epic EMR training regimen and plan for the scheduling changes required to open a new orthopedic facility. Re-engineered bed capacity models to predict the future needs of the hospital. Built a foundation for predictive analytics capability including short-term census prediction for staffing management to minimize the amount of daily staffing needed and optimize the

size of the nursing float pool. Designed the prototype for the first executive dashboard.

Consulted with the Epic implementation team on process improvement.

Information Services Applications Supervisor Greater Lawrence Family Health Center - Lawrence, MA 2010 to 2012

Database Administrator Greater Lawrence Family Health Center - Lawrence, MA 2002 to 2010

Responsible for all reporting, database management, software deployments, and EMR content development and training for the organization. Responsible for 4 direct reports. Facilitated the sessions for developing executive leadership's organizational strategic plan and mapping it to a balanced scorecard. Managed the entire project from selection to deployment of GE Centricity Practice Solution EMR/Practice Management product in a 600 employee ambulatory care organization. Executive leadership described the project as one of the greatest successes and one of the most difficult undertakings in the organization's 30-year history. Final cost of the project was less than the total amount for Meaningful Use AIU funding. Prepared the organization for Meaningful Use Stage 1 attestation in 2012 through educating leadership of the requirements and coordinating all technical implementations required to meet the measures. Implemented additions to the core EMR product including Patient Portal, e-Prescribing, document scanning software, and a bidirectional interface between the clinic and the partnering hospital laboratory. Directed the production of all information necessary for achieving PCMH Level 3 recognition by NCQA.

Designed and implemented the Enterprise Data Warehouse that became the foundation for the generation of data for grant applications and renewals, government reporting requirements, balanced scorecards, and standard operating processes. Developed first on-demand dynamic reporting solution. Managed IT infrastructure migrations for Windows, Office, SharePoint, Exchange, Citrix and VMWare.

Education Master's in Healthcare Systems Engineering Lehigh University - Bethlehem, PA 2013 Bachelor's in Computer Science and Philosophy Lafayette College - Easton, PA 2002

Links <http://linkedin.com/in/mkimball> Certifications/Licenses Certificate of Project Management from Boston University Lean Six Sigma Green Belt from Institute of Industrial Engineers

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