- Jordan Johnson -

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Highly motivated professional with more than six years of experience in project management, consulting, and technical support in fast-paced environments, all while concurrently pursuing a college degree. Proven track record of driving and executing strategic initiatives to enhance hospital throughput and optimize utilization.

PROFESSIONAL EXPERIENCE

Kaiser Permanente, Oakland, CA • Managerial Consultant   06/2022 - Present

► Serve as a lead consultant in planning, executing, and managing a diverse portfolio of strategic initiatives, projects, and programs, with the objective of optimizing hospital operations and key performance metrics.

► Work closely with operational leaders, directors, physicians, and other affiliates to identify and address opportunities and facilitate strategic discussions with local facilities to drive improvement in overall Patient Day Rate (PDR) and Average Daily Census (ADC) performance.

► Conduct data analysis and report out on findings, collaborating with Regional Care Coordination directors to formulate action plans that ensure operational goals are met across NCAL region.

Major Accomplishments

► Created and maintained numerous operational reports to inform Executive and local-level decision making, based on current performance. Eight of these reports have been published on a weekly basis to over 350 leaders across NCAL since the start of 2024.

► Managed NCAL High Census Planning Committee Workgroup, starting in Q4 2022. Facilitated weekly meetings with co-chairs and/or regional sponsors. Met quarterly with NCAL leaders from KP Insight, PCS, and Infectious Disease to refresh the latest census predictions, staffing plans, and epidemiological models – reported out to TPMG Executive Leadership at CaTaPLT and HOLT to inform planning for the upcoming months. Coordinated annual, sub-regional meetings with COOs, CNEs, and APICs to check-in on plans for high census, collect best practices, surface opportunities for support.

► Supported compilation of annual updates for Hospital Model of Care and High Census Playbooks by partnering with subject matter experts across multiple service lines. Planned 30+ follow-up meetings to disseminate training to leadership and frontline staff, with adherence to playbook principles leading to a 40% reduction in Avoidable Days and 6% reduction in Average Length of Stay in 2023.

► Stood up a region-wide Centralized Hiring Team, with oversight of PCCCM and MSW hiring at all NCAL facilities. Developed standard work and educated new consultants on the workflow. Managed all open positions on a weekly basis and monitored requisitions after assigning to the consultant team. Over 115 positions filled since Q3 2023.

► Led project management efforts to overhaul the PCCCM Initial Assessment (IA) in 2023. Collaborated with KPHC to transition the IA from a SmartPhrase to a Flowsheet for the first time in the NCAL region. Partnered with Regional RNQL leadership to educate and socialize. Launched in Q1 of 2024, the Flowsheet is now used by 880+ PCCCMs across NCAL.

► Developed action plans for five NCAL Medical Centers, in collaboration with local leadership, to address the Medicare PDR gap in Q2 2024. Created and updated glidepaths on a weekly basis to demonstrate the weekly impact needed to bring each facility back down to budget.

► Scheduled 40+ site visits for Regional Resource Stewardship COC directors to assess and validate adherence to the Hospital Model of Care. Developed an Excel tool for directors to create action plans on their findings and monitor action plan completion progress over time. Tool utilized region-wide following all site visits since Q1 2023.

► Cross-walked the Resource Management Oversight Committee (RMOC) charters for all NCAL medical centers, finding variation among committee logistics and focus areas. Started a workgroup to create a Standardized RMOC Charter to minimize risk and encourage alignment across NCAL. Socialized charter with various committee stakeholders for buy-in, with plans to implement at all medical centers by 2025.

► Proposed and implemented targets for various key performance indicators (KPIs), including avoidable days, non-member transfers, and ELOS ADC. Modeled targets based on historical trends and seasonality, respective to each medical center. Socialized with local leadership for buy-in and alignment.

► Implemented Non-Member Transfer Program at 2 additional medical centers in 2023. Program successfully transferred 720 non-member patients, exceeding target by 10% with a total of ~2,000 patient day savings YTD.

► Planned 50+ Weekly Lunch and Learn sessions for a peer group of COCSDs, CWDDs, and UM/MSW Managers, since Q2 2023. Worked with Subject Matter Experts (SMEs) to provide relevant updates and information to the peer group every Friday. 50+ sessions held since Q1 2023.

► Coordinated multi-departmental, kata-style presentation to demonstrate week-over-week performance, actions taken, barriers, and next steps. Reported out by our VP to NCAL Executive leadership every Friday.

► Over a two-year period, provided multiple weeks of onboarding and shadowing for each of the 6 new consultants to join our team, training them on the standard work necessary to support the department's day-to-day operations. Mentored 3 undergraduate / graduate students to provide insight and professional advice around project management and corporate healthcare operations at a regional level.

Dataflow Networks, Livermore, CA • Technical Consultant (*Contractor*)   08/2016 - 02/2022

- ► Consulted clients with small businesses to design and implement solutions tailored to their specific requirements, ensuring optimal network performance, and addressing software and hardware related bottlenecks.
- ► Developed and maintained technical documentation, including network diagrams, configurations, and troubleshooting procedures to support efficient and consistent network management, maintenance, and technical support.
- ► Provided local and remote network performance monitoring and troubleshooting services.
- ► Communicated in-depth technical concepts in simple terms to serve as a liaison between external end users and internal development team.

Starbucks, San Jose, CA • Barista Trainer   12/2019 - 08/2022

- ► Created lesson plans and held one-on-one trainings with 10+ new hires for two-week periods.
- ► Raised customer satisfaction ratings from 23% to 53% by upholding expectations of exemplary customer service.
- ► Coordinated and led a team of baristas to craft quality beverages and deliver them in a timely manner.

EDUCATION

Computer Science B.S. • California State University East Bay, Hayward CA   Expected Fall 2025

Computer Science A.S., Math A.S., Liberal Studies A.A • Las Positas College, Livermore CA   08/2019 - 05/2022

- ► Transfer GPA of 3.8 with Highest Honors.
- ► Participated in Computer Science Honors Program.

CERTIFICATIONS AND PROFICIENCIES

- ► Microsoft Suite (incl. Word, Excel, PowerPoint, Outlook, Teams, SharePoint, OneNote, and Forms)
- ► Lean Six Sigma White Belt Certified
- ► Tableau
- ► C++
- ► HiFi2e
- ► KP Insight
- ► PowerBI