

Jacqueline Camp

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With more than a decade of management experience in healthcare with a focus in improving service using process improvement methodology and coaching a Malcolm Baldrige winning hospital, Jacqueline has been instrumental in helping hospitals and systems reduce turnover, improve employee satisfaction and retention, improving patients' perception of care and improving revenue cycle processes. Jacqueline has experience with large academic health systems as well as individual hospitals, in union and non-union environments, and has strong coaching skills at all levels within an organization. Jacqueline coaches in the United States and Canada. Having worked for many years with faith based organizations; she is particularly skilled in integrating values and spirituality into her work with organizations.



Results

- ▶ Coach for 2009 Malcolm Baldrige winning hospital
- ▶ Extensive expertise in interpreting patient satisfaction data using the various patients' perception of care measurement tools and developing and coaching for targeted action plans with results of 90 percent or better in emergency, inpatient, and outpatient service lines
- ▶ Noted for outstanding service and departmental productivity
- ▶ Dynamic leader with the ability to manage projects in an efficient manner with verifiable results
- ▶ Extensive expertise in strategic and budget planning and implementation, team building, and employee training
- ▶ Created processes for pre-admissions to increase insurance verification prior to hospitalization to over 95 percent
- ▶ Created programming to increase revenue cycle charge capture by over 300 percent
- ▶ Successful in coordinating quarterly town hall meetings with 90 percent or better employee attendance and created evaluation and measurement tools for effective communication
- ▶ Patient advocate management successfully increasing patient satisfaction outcomes and complaint resolution with verified results of 90 percent or better likelihood to recommend
- ▶ Served on organizational steering committee for Leadership Development Institutes
- ▶ Increased employee alignment with purpose from the 60 percent (2007 to 2008) to 90 percent or better with all managers, directors and senior leadership team by partnering with senior leaders and developing a system of accountability and measurable tools for senior leaders to use monthly to sustain their gain

Work Experience

- ▶ **Service Excellence Manager, Quality Process Improvement Consultant and Service Improvement Coach**
Baylor Health Care System
Dallas, TX
- ▶ **IT Programming / EDI Mapping and Translation / Database Administrator**
Walls Industries, Inc.
Cleburne, TX

Education

- ▶ **Bachelor of Business Administration and Psychology**
University of Texas
- ▶ **Masters in Christian Counseling**
Pacific International University

Certifications

- ▼ AS400 and EDI certified – Sterling Commerce University
- ▼ Life and Health Insurance Administration certified by Life Office Management Association

Professional Memberships

- ▼ Susan G. Komen Race for the Cure
- ▼ United Way