

# BRANDI WILLIAMS-FINOCCHARIO, MPP, SSGb



## Relevant Work Experience:

### Vibrant Health 6/2018-present

**Chief Administrative Officer June 2020**

**Director of Clinical Quality**

- Ensures all actions, job performance, personal conduct and communications represent the organization in a highly professional manner at all times.
- Directs and supervises the activities and functions of the Performance Improvement, Quality Management and Utilization Management Programs; requests pertinent reports and follow-up information on actions implemented to improve quality and/or resolve identified problems.
- Develops and implements policies and procedures consistent with the agency's mission that guide and support the provision of performance improvement and quality management services.
- Conducts, arranges for and supervises quality management data gathering activities of the Divisions and other department and agency staff for both Quality Management and Performance Improvement Activities.
- Collaborates with the management team to develop objective and meaningful quality goals and outcomes relative to each division; reviews data assessment methods/tools to ensure that both qualitative and quantitative data is accessible to measure important aspects of care/service.
- Monitors quality standards associated with State and Federal grant requirements.
- Develops improvements to the Electronic Health Record to support clinically sound documentation needed to meet the standards of HEDIS, Medicaid and State and Federal performance standards.
- Assists with the integration of quality improvement activities among different professional disciplines including primary and pediatric care, dental care, behavioral health and housing; participates in data collection for program analysis reports and prepares presentations for various Executive Committees as directed.
- Develops comprehensive and meaningful chart review template(s) to be utilized by all divisions; ensures timely completion and follow through on any below-par evaluations.
- Receives and assesses clinical, support service and relevant administrative department reports/minutes and confidential clinical data; reviews performance improvement and quality management data related to clinical care with the Chief Medical Officer and acts under his/her supervision.
- Sets standards, develops plans and manages processes to assess, improve and maintain the quality of the Agency's governance, management, clinical and support activities.
- Provides orientation and continuing education to department personnel including measurement techniques, criteria development and data retrieval and analysis.
- Monitors follow up on all quality management issues related to clinical units, staff, monitoring committees and administration.
- Utilizes data and information for clinical practices and case management as they relate to population health, quality improvement and utilization management; organizes multidisciplinary performance improvement teams to address the improvement of patient focused integration of care functions.
- In collaboration with the management team, identifies and assesses new or changing practice and regulatory standards, reassesses quality and performance measures and initiates actions necessary to accomplish proposed goals to ensure that any and all Quality Incentives are available.
- Serves as an advisor for the interpretation of, Medicaid and State Mental Health Code rules and regulations, PCMH guidelines, HEDIS measures, UDS reporting and all other applicable standards of care and regulations applicable to primary care and mental health provider organizations.
- Oversees activities of Human Resources, Emergency Management, Risk Management, and OSHA Compliance.

### Virginia Commonwealth University Health System 2/2017-6/2018

**Performance Improvement Coordinator- Patient Safety Team**

- **Facilitate and Promote Performance Improvement Process**
  - Effectively facilitate and promote the VCU Health System performance improvement processes including but not limited to participation in the initiatives of the VCUHS, the Joint Commission (TJC), the Virginia Health Quality Center (VHQC), Center for Medicare and Medicaid (CMS) , and other agencies. Supports groups through:
    - Communication, education and support of group leadership and membership
    - Facilitation of group process
    - Provision of education and consultation regarding performance improvement processes, tools, and statistical process control as needed
    - Designing or assisting leaders in project design
    - Coordination and liaison with clinical and other data analysts
    - Coordination and/or performance of data collection and analysis (may include training/coaching team members)
    - Reporting/interpreting data results (using statistical process control where applicable)
    - Performing internal and external benchmarking and literature review to provide information to assigned groups/projects
    - Development and implementation (or as appropriate, supports implementation) of action plans
    - Provide regular feedback of data and information to stakeholder, administrative leaders, clinical leaders and other members of the healthcare environment in meaningful formats
    - Incorporate human error and safety science in projects/initiatives by utilizing Generic Error Modeling System, Drivers of Non-Compliance, Individual System Failure modes and other safety science in the assessment/analysis of quality opportunities and in the identification of error prevention and improvement strategies
- **Manage and Fulfill Assigned Team or Committee Role(s)**
  - Effectively moves assigned team forward as a function of their role as team leader, facilitator, and/or member. Team membership included but is not limited to, participation in the initiatives of the VCUHS, the Joint Commission (TJC), the Virginia Health Quality Center (VHQC), Center for Medicare and Medicaid (CMS), and other agencies.
    - Actively fulfill assigned role in multiple areas
      - Coordination and facilitation of root cause analysis, apparent cause analysis, Failure Mode, Effect and Critical Analysis
      - The Peer Review Process for credential medical staff.
      - Guiding department/division chairs, physicians and mid-level providers in Focused Professional Practice Evaluation (FPPE) and Ongoing Professional Practice Evaluation (OPPE)
      - Committee/project membership role as assigned
      - Project Management in assigned area
      - Project Management or facilitation for PI priority or projects/scopes of work
    - Maintain project documents and outcomes in written format. Documentation of activities may include accurate minutes, RCA reports, peer review summaries, team charters, process maps, etc.
- **Utilizes Performance Improvement and Other Tools/Techniques**
  - Effectively leads, directs, educates, facilitates, and utilizes performance improvement and other tools to meet goal of projects and teams within the VCU Health System. Directs and designs projects; coordinates data collection; analyzes and reports results using statistical process control as appropriate; develop and direct implementation of action plans and documents the project and outcomes in written format.
    - Role models and instructs others in safe behaviors for error prevention.
    - Presents projects and outcomes to a variety of audiences, including the Performance Improvement Council, other committees and groups
    - Performs internal and external benchmarking and literature review to provide information to assigned groups
    - Demonstrates excellent communication skills including verbal, nonverbal as well as active listening skills
    - Effectively utilizes and trains others to use performance improvement and other tools such as gant charts, FMEA, RCA, Flowcharts, brainstorming, Statit, etc.
    - Identifies patient safety and performance improvement opportunities within the organization and assists in prioritization of the opportunities
    - Works with others to initiate interventions and monitors the impact
    - Promotes current Performance Improvement and Patient Safety knowledge within the environment, including PI priorities, PI tools/methods, Safety First Every Day, etc.
    - Demonstrate ability to lead groups
- **Uses Data, Information Systems and other methods to display information**

- Accurately design and collect meaningful data measured through consistent achievement of >95% IRR (inter-rater reliability) or other applicable method of cross check for accuracy
- Accurately and completely enter data in the designated computer application
- Utilizes appropriate data analysis methodology
- Display data and other information in accurate, understandable and meaningful ways
- Demonstrate competence, understanding and utilizes analysis methods including statistical process control and graphing
- Demonstrates ability to use general computer applications
- Accurately coordinates data collection, analyses and reports results using statistical process control as appropriate

## Children's Mercy Hospitals and Clinics 4/2013-2/2017

*Division Manager- Emergency Medical Services Children's Mercy Hospital Kansas (CMHK)*

- **Coordination of Division Quality Improvement Activities**

- Assists professional staff in the design, implementation, and evaluation of research programs/protocols as needed.
- Utilizes appropriate resources to collect/organize/analyze QI/ research data and interpret/disseminate findings.
- Submits reports and other associated paperwork in a timely manner.
- Provides follow-up to stakeholder concerns and grievances.
  - Current projects/Role
    - Time to Steroid for Asthma Patients
      - Provide data analysis and management, aid with PDSA cycles for Nursing, assist in submission of project charters via MARS
    - UTI Antibiotic Stewardship
      - Data Analysis and Management
      - Poster was awarded First Place during National Healthcare Quality Week

- **Financial and Operations Management for Emergency Medical Services at CMHK**

- Supervises and coordinates all day-to-day operations of the Division. Collects data, prepares reports, analyzes statistics, and answers correspondence.
- Assists Division Chief in providing leadership and direction in planning, directing and coordinating the operations of the division.
- Provides support to division chief and other faculty and assists other faculty with tasks such as manuscript review, lectures and presentations.
- Assists the Division Chief in preparing, implementing, monitoring, and managing the annual operating, labor, and capital budgets for the professional and academic components of the division.
- Reviews all financial reports and budget expenditures for the Division, including ongoing monitoring, providing monthly analyses, and identifying and responding to any budget variances.
- Monitors grant accounts, renewals, and budgets. Ensures effort reporting and accounts are up to date and transactions are both timely and appropriate.
- Collaborates with Finance, access representatives, Professional Coders, and other staff accountable for these functions to monitor daily billing activities, accounts receivable, and accounts payable.
- Assists with faculty recruitment and orientation as needed
- Plans programs and events such as conferences and meetings that support division and program activities
- Supports the Division Chief with various tasks, responsibilities, and management oversight to assure that all professional operations are compliant with various applicable regulatory guidelines including, but not limited to TJC, HIPPA, Corporate Compliance, OSHA, etc.
- In collaboration with department leadership, supports the development of the Division Strategic plan and actively assists in implementation and evaluation of the plan

- **Personnel and Human Resource Management for the Emergency Division at CMHK**

- Supervised professional, administrative, and research staff where applicable
- Ensures that open, professional communication is maintained with faculty on a daily basis. Involves faculty on issues that affect the Division as appropriate
- Develops work expectations and maintains professional management over support personnel.
- Monitors, maintains documentation, and assures timeliness in response to regulatory compliance of faculty's responsibilities for licensure, certifications, credentialing, and other related medical registration as required by the specialty, the organization's bylaws, UMKC School of Medicine, as well as all state and federal requirements
- Maintains documentation of faculty's professional time and attendance records. Responsible for payroll accuracy

- including oversight of Division's KRONOS functions for faculty and staff.
- Assures that all evaluations are completed on time; provides systems support to ensure all types of evaluations are completed in a timely manner.
- Addresses issues regarding selection, compensation, corrective action, and grievances relating to those supervised. Serves as a resource for these issues for all division employees and managers
- Encourages both personal and professional development.
- Resolves any interpersonal workplace problems and keeps lines of communication open with staff to ensure high employee morale and a professional atmosphere.
- Promotes organizational Service Excellence and shared values, and serves as an example to division staff
- Serves as an expert on organization human resource policies, procedures, and benefits. Provides regular communication to division on updates and policy changes that affect division employees.

## Education

Villanova University

Philadelphia, Pennsylvania

**Professional Certification-** 3/2016

Major: **Six Sigma Green Belt-** Healthcare

George Mason University

Arlington, VA US

**Master's Degree-** 5/2011

Major: **Public Policy, Concentration in Global Health Policy**

Hampton University

Hampton, VA US

**Bachelor's Degree-** 5/2008

Major: **History**

## Certifications

- American Society for Quality (ASQ) Certified Six Sigma Green Belt (SSGB)