

JAKE REDDEN, DHSc, MHA, MPH, FACHE

 jaketredde@gmail.com

 (515) 508-1887

 www.linkedin.com/in/jaketredde

EXECUTIVE LEADER

Strategic, Inspirational Leader with more than 15 years' experience in overseeing healthcare operations, strategic management, quality, Medical Staff engagement, and performance improvement. I maintain the ability to merge talents with clinical and executive champions to plan, integrate, and execute, complex organizational goals. Proven expertise in designing, planning, and implementing performance improvement systems that integrate quality improvement and growth across service lines. Demonstrated leadership in providing hands-on oversight and governance over the day-to-day strategic management activities. Performance record includes managing health system operations, organizational development, strategic growth, and executive management. As an expert in bringing High Reliability Organization leadership development to everyday operations. At home in 25-bed Critical Access Hospitals through multi-hospital systems. A leader in specialty care partnerships and Rural Healthcare Independence.

CORE COMPETENCIES

- **Strategic & Hands-on Leadership Skills**
- **Strong Relationship Builder**
- **High Reliability Organizational Program Leader**
- **Strong Physician Partnerships**
- **Innovative Problem Solver & Change Agent**
- **Exceptional Communicator & Educator**

PROFESSIONAL EXPERIENCE

HIGH RELIABILITY LEADERS, (HRO) LLC - SHERIDAN, WY

10/2016 - Present

SENIOR EXECUTIVE -INTERIM LEADERSHIP

As the Senior Executive Consultant -Interim Leadership, I undertake interim and temporary assignments covering the medical centers' operations, growth, and quality management portfolio. As a leading expert in High Reliability Operations (HRO), I specialize in setting up empowered departments and leaders that are able to create breakthrough results in performance, outcomes, and financial measures. Normally responsible for planning, administration, and monitoring, to include string financial improvement, regulatory requirements, Medical Staff development, and process-improvement initiatives. Recognized as an ideal small town CEO through large system senior leader.

Tasked with:

- Collaborating with other executives and engaging with leaders and clinicians throughout the organization in a hands-on fashion to build quality, efficiency, effectiveness and a sense of shared accountability.
- Targeting trust and sustainability with other executive and clinical leaders, facilitate continuous improvement programs throughout the organization and helping develop a culture of process ownership and staff development.
- Serving as a strong medical staff partner, able to peel-back long-ingrained culture barriers driving up physician's engagement in driving the organizations quality and operational agenda.
- Turning around departments in varying states of excellence around, focused on identifying and implementing unique and varied initiatives aimed at improving patient care quality, experience, and financial wellness.
- Recognized by Becker's *Rural Hospital CEO's To Know* annual list in 2022 & 2023.

Major Health Systems Served:

- Madelia Health, CEO, Madelia MN, 25-bed Critical Access Hospital, Rural & Independent, \$22M portfolio, Moved forward with a \$45M hospital Expansion, supported expansion to multiple clinics, new EMR (Cerner)
- Covenant Health System, System VP of Quality and Patient Safety, Tewksbury MA, \$730M portfolio, deployed an HRO system across 4 hospitals, and 14 post-acute hospitals in five states.
- Huron Regional Medical System, VP of Quality and Support services, Huron SD, 25-bed Critical Access Hospital, Rural & Independent, \$100M portfolio. Accountable for the effective operation, administration, and evaluation of all hospitals support divisions including Quality and Risk Management, Utilization, Medical Imaging, Diagnostic Lab Services, Dietary and Food Services, Facilities, Materials Management, Environmental Services, Emergency Management, Regulatory Preparedness, and Medical Staff Operations.

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PROFESSIONAL EXPERIENCE

SAINT LOUIS UNIVERSITY - COLLEGE FOR PUBLIC HEALTH AND SOCIAL JUSTICE - SAINT LOUIS, MO

ASSOCIATE PROFESSOR - HEALTH ADMINISTRATION

8/2023- Present

Courses taught as Associate Professor support the Undergraduate Health Management & Policy program, and graduate MHA, and eMHA curriculum, covering all Commission on Accreditation of Healthcare Management Education (CAHME) core competencies.

- Courses taught include: 5100 Quality Improvement in Healthcare Management, 5820 Healthcare Project Management, 5800 Strategic Management of Health Care Organizations, 5340 Healthcare Marketing, 5400 Legal Aspects of health Svcs Mgmt, and 4600 Strategic Management in Health Care.

RUTGERS UNIVERSITY - EDWARD J. BLOUSTEIN SCHOOL OF PLANNING AND PUBLIC POLICY - NEW BRUNSWICK, NJ

ASSOCIATE TEACHING PROFESSOR- HEALTH ADMINISTRATION

12/2018

Courses taught as Associate Teaching Professor support the MHA curriculum, covering all Commission on Accreditation of Healthcare Management Education (CAHME) core competencies.

- Courses taught include: 501:556 Health Care Ethics and Law, 501:575 Understanding Health Care Payer Systems, and 501:554 Marketing for Healthcare Organizations, 501:571 Finance for Health Administration, and 501:525 Artificial Intelligence challenges in Health Administration.

UNIVERSITY OF MARYLAND - UNIVERSITY COLLEGE - ADELPHI, MD

03/2017

ASSOCIATE PROFESSOR (STEP 3)

UMUC is nationally recognized as a leader in graduate healthcare programs. The health care administration program is designed to develop leaders to manage complex organizations that serve diverse individual and community needs. In this program, students gain the expert knowledge, management skills, and strong professional development needed to maximize potential in this era of rapid healthcare transformation.

UP HEALTH-MARQUETTE - A DUKE LIFEPOINT HOSPITAL - MARQUETTE, MI

10/2016 - 03/2017

(INTERIM) EXECUTIVE DIRECTOR

A 307-bed regional and specialty care hospital, provides care in 65 specialties and subspecialties. More than 200 doctors and 1,800 employees deliver care for approximately 9K inpatients and more than 350K outpatients per year.

- Oversaw the organizations Patient Safety, Quality management, and Infection Control departments.
- Elevated the organizations Leapfrog score, reduced organizations CAUTI device days, improved medication reconciliation from 40% error rate to 5%. Improved codable clinical outcomes in partnership with medical staff.

BUREAU OF MEDICINE AND SURGERY (BUMED) - FALLS CHURCH, VA

10/2015 - 10/2016

EXECUTIVE DIRECTORATE - OFFICE OF STRATEGY MANAGEMENT (STRATEGIC ADVISOR)

Led by the opportunity to work for the Surgeon General, overseeing the 63K medical personnel, 16 hospitals, 2 medical centers, 9 clinics, 2 hospital ships, and 3 dental battalions, providing world class care, anytime, anywhere.

- Supported the office of the Chief Medical Officer (CMO) on deployment of the system-wide patient safety improvement for High Reliability Organization (HRO) change initiative that strengthens a safety culture.
- Coordinated the development of new global strategic plan including the deployment of strategic initiatives across all medical facilities with a framework supporting a lean culture driving improvements to health outcomes, readiness, and value.

INOVA HEALTH SYSTEM - FALLS CHURCH, VA

11/2012-10/2015

SYSTEM STRATEGIC LEADER (02/2014-10/2015)

Large system of five hospitals with 500K emergency visits, 1,800 hospital beds, 4700 physicians, 18K employees, and a Net operating revenue of \$2.6M ranking at the top of U.S. News & World Report's list of the region's best hospitals.

- Served as the management/program leader and facilitator for planning, continuous improvement of operations, resolving critical problems concerning operational, budget, and patient flow or staff, in both inpatient and outpatient service lines.

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PROFESSIONAL EXPERIENCE

INOVA HEALTH SYSTEM - FALLS CHURCH, VA

11/2012-10/2015

QUALITY LEADER/ PATIENT SAFETY OFFICER (11/2012-02/2014)

Implemented and managed the patient safety, infection control and quality improvement activities for Inova's flagship hospital, an 833-bed, nationally recognized regional medical center and level one trauma center.

- Provided proactive and reactive patient/staff safety initiatives, including leading root cause analysis, failure mode effect analysis and Sentinel Event Alert teams.
- Managed the regulatory and Joint Commission readiness activities and facilitated announced/ unannounced TJC/ Regulator visits.
- Established and maintained patient safety processes that integrate executive responsibility, the performance improvement structure and risk management in a manner that establishes patient safety as a system priority including the development of a C-level executive WalkRound's program.

Veterans Administration (VA) Health Care System - Des Moines, IA

01/2012-11/2012

Patient Safety and Quality Leader

Government general medical, surgical, and Neurophysiatriac hospital, and long-term care center with 255 beds in an organized labor/ Union work environment.

- Tasked to establish a system of care that provides consistent, well-coordinated, and desirable patient outcomes by improving clinical effectiveness, reducing waste, streamlining clinical processes to ensure high reliability of care throughout the system.
- Worked with organized labor and handled union negotiations required for system changes and work area redesign.
- Led collaborative efforts to develop and maintain system for constant state of readiness for Joint Commission/ regulatory compliance.
- Developed and facilitated blended learning resources for all employees on process improvement training; specifically, LEAN Six Sigma (DMAIC), System Redesign, and VA TAMMCS.

FEDERAL AVIATION ADMINISTRATION - DES MOINES, IA

01/2009 - 01/2012

Safety Systems Specialists (ATSS)

Project manager of complex systems associated with facilities and services required for high reliability commercial aviation navigation to assure a reliable, safe, and smooth flow of operations.

- Principal specialist in the development of the safety reporting program.
- National leader in Safety Culture, Human Factors engineering, and Just Culture implementation.

CDS Global- A Hearst Corporation - Des Moines, IA

11/2007-01/2009

PROCESS IMPROVEMENT TRAINING SPECIALIST

- Re-designed & constructed new training infrastructure for technical operations and in-house Lean/Six-Sigma Green/ Yellow Belt certifications.
- Provided senior leadership coaching designed to enable leadership to accomplish goals while under challenge deadlines or high-stress operational constraints.
- Considered successful in leveraging workplace culture to adopt new technologies & concepts while overcoming employee objections and obstacles.

US Navy - Submarine Force - Active Duty Military - Silverdale, WA

12/1997-08/2007

MEDICAL DEPARTMENT ASSISTANT LEADER | CLINICAL CARE PROVIDER

- Health services department alt-administrator onboard a nuclear-powered navel combat vessel.
- Provided oversight of budgetary and fiscal matters, patient care, quality management, and laboratory and pharmacy operations.
- Provided assessment and treatment for medical, dental illness, and injury for all crew members, and embarked personal, both afloat and in-port as the primary care coordinator of approx. 175 service members.
- Provided oversight of budgetary and fiscal matters, patient care, quality management, and laboratory and pharmacy operations.
- Advanced training in Trauma Care, Emergency Surgery, and Critical Care Support.

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EDUCATION

A.T. STILL UNIVERSITY, MESA, AZ DHSc, DOCTOR OF HEALTH SCIENCES - LEADERSHIP/ORGANIZATION BEHAVIOR	2016
DES MOINES UNIVERSITY, DES MOINES, IA MHA, MASTERS IN HEALTH CARE ADMINISTRATION	2011
DES MOINES UNIVERSITY, DES MOINES, IA MPH, MASTERS IN PUBLIC HEALTH	2011
UNIVERSITY OF IOWA, IOWA CITY, IA BAS, APPLIED STUDIES - ADMINISTRATION	2009
NATIONAL UNIVERSITY, LA JOLLA, CA BA, BUSINESS MANAGEMENT WITH HONORS	2009
VINCENNES UNIVERSITY, VINCENNES AAS, COMPUTER SCIENCES WITH HONORS	2005

PROFESSIONAL AFFILIATIONS

FACHE- FELLOW - AMERICAN COLLEGE OF HEALTHCARE EXECUTIVES (ACHE)

CPHQ - NATIONAL ASSOCIATION FOR HEALTHCARE QUALITY (NAHQ)

CPPS - NATIONAL PATIENT SAFETY FOUNDATION (NPSF)

ADDITIONAL INFORMATION

MEDICAL PDQ, DALLAS, TX - 2022- PRESENT

MEMBER—BOARD OF ADVISORS

Serves as a member of the Advisory Board supporting the Founders and CEO in organizational development, product development and service execution for Medical PDQ, a unique mobile healthcare app that offers a service for smart communication that aids healthcare providers with daily tasks and makes their day more productive.

PRISTA CORPORATION, AUSTIN, TX - 2014 - PRESENT

MEMBER—BOARD OF ADVISORS

Serves as a member of the Advisory Board supporting the Founders and CEO in organizational development, product development and service execution for Prista Corporation, provider of the online application ActionCue® Clinical Intelligence, a healthcare quality and patient safety enterprise.

SHRINERS HOSPITALS FOR CHILDREN- PHILADELPHIA, PA - 2014-2016

MEMBER - BOARD OF GOVERNORS

Provide oversight and governance over the organization; developing policy; providing for necessary resources, including long term capital expenditures; appointing and monitoring medical staff; assuring that quality and equal level of care is provided; defining the role of the health system; providing for institutional planning; and approving an annual operating budget.

EXPERT ADVISORY PANEL REVIEWER

Comprehensive Guide for the Healthcare Quality Professional (Fourth Edition), provides healthcare quality professionals with the theoretical premises for practice, principles for leading highly reliable organizations, tools to measure, monitor, and determine actions and interventions to produce sustainable improvements in healthcare quality that affect individuals and populations while controlling costs. National Association for Healthcare Quality (NAHQ).

Development Work Group Member

NAHQ's award-winning HQ Essentials: Competencies for the Healthcare Quality Profession which outlines the necessary knowledge and skills for healthcare quality professionals in six competency areas, including patient safety. Advancing patient safety requires organizational commitment and the necessary knowledge and skills to assess, monitor, improve, and evaluate patient care. National Association for Healthcare Quality (NAHQ).