

Barbara Kane
Healthcare Program Director
Project Manager

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Process & Quality Improvement	Creative Manager developing and deploying innovative programs Conceived/implemented best practice national fee schedule that resulted in cost saving of up to \$1.5 million across 30 research sites in one year.
Goal Driven	Track record of success in meeting and exceeding aggressive metrics Developed and negotiated business relationships, built administrative processes to maximize ROI, increased service revenue and expanded market coverage.
Operations/Process Expertise	Demonstrated depth of knowledge across a wide range of responsibilities Led a turnaround effort for a regional medical center expanding managed care programs by 50% and reducing pharmaceutical expenses by 60%. Key role in positioning eight BC/BS health centers for profitable sale.
Team Building & Leadership	Organization bridge builder to optimize operations and build team morale Common vision style with strong presentation and interpersonal communication skills that inspire a results-oriented team approach with a “can-do” attitude. (ie bod turnaround)
Content Expertise	Collaboration and leadership in operations and business development In depth knowledge with increasingly responsible positions from hospital operations, managed care and provider relations Recognized as the “go-to” person for classes of complex matters requiring exceptional expertise.
Vision and Strategy	Resourceful strategic thinker addressing industry-wide issues Consultant to both internal and external audiences by pioneering a PHOn-joint venture with health plans engaging and facilitative consulting with BODs.

PROFESSIONAL EXPERIENCE

Marshall Consulting, Salsbury, MA 2003-Present
Principal and Senior Consultant

Created a firm to provide healthcare planning and insurance services to small and mid-size companies, the self-employed and retiring/retired individuals. Major responsibilities include generating and implementing the business plans and strategies to launch the company.

- Designed a business infrastructure and operating model for implementation. Developed needs assessment, conducted cost/benefit analysis, investigated and provided healthcare options and assisted clients in making informed decisions that improved quality while reducing costs.
- Collaborated with trust advisors, financial planners, estate planning attorneys and accountants.

Progenics, Concord, MA 2001-2002
Clinical Finance & Resource Manager

Developed financial and business processes to reduce clinical costs and reduce “time to clinic”.

- Instituted a best practices program and fee schedule for clinical trials at 60 medical centers. The program reduced clinical operations budgets by 1.5M annually and positioned the firm for growth.
- Developed process improvement flow charts and follow up systems that reduced turn around time of contract negotiations with academic medical centers and research institutions.

Medical Concepts, Inc., Farmington, CT 1998-2000
Director, Managed Care Contracting

Responsible for managed care contracting for a 100-physician multi-specialty group practice and, built programs that improved both access and outcomes

- Developed an innovative contract database to facilitate analysis of financial and clinical benchmarks resulting in reduced expenses by monitoring and mitigating over utilization.
- Developed evidence based practice guidelines to address over utilization of O/P radiological procedures at Blue Cross/Blue Shield Health Centers resulting in a 34% reduction in utilization within a 10 week period.

Worcester Regional Medical Center, Worcester, MA 1996-1998
Executive Director, PHO

Recruited for a leadership role to generate clinical efficiencies by implementing evidence based practices for clinical decision making. Trained medical directors on UR/QI techniques for managed care plans.

- Negotiated favorable managed care and FFS contracts with providers increasing the number of covered lives by 50 %. Used common vision approach to engage physician leadership then unfamiliar with the complexities of managed care reimbursement and utilization management policies, to understand, agree and secure the win -win. These relationships/collaborations were highly valuable in gaining institutional support and knowledge when reviewing proposals and soliciting support on important issues.
- Created and delivered a “Managed Care College” to educate BOD members to enable acceptance of innovative reimbursement system develop new quality programs. Success in this initiative led to dramatic growth in patient panels and doubled managed care penetration.
- Established a prescription formulary program to identify more cost-effective medications the result was a 60% reduction in pharmaceutical expenditures.

Marshall Hospital, Menden, MA

1990-1996

Manager, Practice Operations/Director Physician Services

Responsible for managing all startup and ongoing operations for this multi-specialty group practice.

- Implemented a series of PI programs that improved the ROI and quickly built new physician practices through community health events and speakers bureaus.
- Instituted a comprehensive Practice Start Up Program to expedite launching new medical practices, facilitate physician credentialing and obtain licensing thus improved turnaround time by over 50%.
- Designed an award-winning transportation program for low-income and elderly patients who lacked access to primary care physicians.
- Responding to community need collaborated in the creation of a Dementia program by recruiting gerontologists and other senior care providers.
- Organized and delivered an MD orientation program with a series of initiatives to reduce potential medical errors for newly hired physicians and improve patient safety.

Elliot Hospital, Manchester, NH

1989-1990

Coordinator, Physician Practice

Designed and implemented a program to improve relationships with community physicians and recruit primary care providers to medically underserved areas.

- Recruited PCP's from national residency programs to begin private practice in community settings. Built strong relationships with local medical leaders.
- Positioned hospital to improve collaboration with MDs in designing and building Medical Centers of Excellence in obstetrics, cardiology, pediatrics and orthopedics.
- Conceived and implemented a telephonic physician referral service to assist patients with selecting appropriate medical care and securing timely appointments to reduce wait times.

EDUCATION

MBA, Masters of Business Administration Boston College, Boston, MA

MPH, Master of Public Health, Boston University School of Public Health, Boston, MA

BA, Psychology/Biology, Emory University, Atlanta, GA

CERTIFICATIONS & LICENSES

Advance Project management, Project Management Institute;

Physician Practice Management/Practice Consultant, Practice Management Institute

CSA Certified Senior Advisor, CLTC Certified in Long Term Care;

An Overview of Clinical Research, Massachusetts Biotechnology Council

Licensed Insurance Advisor, Division of Insurance – Commonwealth of MA

AFFILIATIONS

American Public Health Association

Boston University School of Public Health, Alumni Board Member

Association of Health Insurance Advisors

Massachusetts Society of Licensed Insurance Advisors, Board Member

Healthcare Management Association