

DR. BARBARA L. DUFFY

Barbduffy.com

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PROFILE

A healthcare executive, consultant, university professor, author, and committee chair with over three decades of experience improving the design and delivery of safe quality health care. This experience includes aligning evidence-based practices with processes and implementing solutions to positively influence patient and population outcome and satisfaction. Additionally, my skills include being adept at leading new programs and driving strategies to increase integrative patient safety and quality healthcare delivery. As a Licensed RN, Risk Manager, Certified Accreditation Professional, and Certified Professional in Healthcare Quality with expertise in accreditation, patient safety, regulatory compliance, performance improvement, quality, online instruction, curriculum development, and risk management, I am dedicated to continuous improvement, building effective relationships and providing support to stakeholders, executive teams and boards of directors.

EXPERIENCE

BARB DUFFY CONSULTING, LLC., DeLand, FL **2013 – Present**

A management consulting firm specializing improving patient safety and healthcare quality for companies and associations in the healthcare industry

Provide educational, speaking and online learning opportunities to improve patient outcomes, regulatory compliance, patient safety and performance improvement in acute care settings

- Developed healthcareinfosources.com, a knowledge repository for healthcare professionals promoting and aligning clinical and operational excellence in areas such as regulatory, risk management, infection prevention, patient safety, performance improvement and policy and procedure
- Achieved global recognition when healthcareinfosources.com began being used by healthcare workers in West Africa during the recent Ebola outbreak
- Retained by Southern New Hampshire University to develop graduate-level instruction due to my expertise in performance improvement, patient safety, regulatory and accreditation, risk management and quality control. University Instructor for five colleges

ORLANDO HEALTH, Orlando, FL **2011 – 2013**

A private, not-for-profit network of hospitals and Central Florida's fifth largest employer with more than 14,000 employees

Corporate Manager, Regulatory Department & Corporate Administration

Guided response and compliance with multiple regulatory and accrediting bodies and clinical safety and quality concerns for the entire, diverse healthcare system with senior management

- Assisted the administration in overseeing the restructuring of a system-wide policy and procedure document management process
- Oversaw Six Sigma and Lean concepts for process improvement initiatives
- Led the development of a survey database to identify trends and opportunities to improve

MDI HEALTHCARE SOLUTIONS, INC., Jacksonville, FL **2010 – 2012**

A healthcare data warehouse and analytics to measure cost, quality, performance standards associated with medical health plan management

Clinical Advisory Board Member and Consultant

Brainstormed business strategy and guided the development and integration of HEDIS, quality and Accountable Care Organization measures into data warehouse and applications systems

- Functioned as a resident knowledge expert on patient safety and quality metrics, to determine opportunities found in data and provide clients tools to improve performance

FLORIDA HOSPITAL MEMORIAL MEDICAL CENTER, Daytona Beach, FL **2003 – 2010**

A group of high-performing general medical and surgical and rehabilitation hospitals comprised of Florida Hospital Memorial Medical Center, Florida Oceanside and Florida Hospital Flagler

Performance Improvement Manager

Led employees to integrate and align quality measures into routine practice and process, improve patient outcomes, implement safety initiatives and maintain ongoing compliance with multiple accreditation and regulatory requirements for hospital, physician practice, home healthcare, and hospice operations

- Awarded HealthGrades America's 50 Best Hospitals in 2010 and a Sterling Award a few years later
- Spearheaded a project to standardize physician order sets in preparation for CPOE
- Led the creation of a Clinical Best Practice Committee tasked with integrating patient safety and best practice measures throughout the organization, resulting in the CMO and I co-authoring "Promoting Best Practice and Safety Through Pre-Printed Physician Orders"
- Successfully complied with ACoS, CARF, The Joint Commission, and CMS surveys
- Achieved recognition when the Institute for Safe Medical Practices (ISMP) adopted some of my safe ordering practices for their standard order sets, in 2010, for national use
- Chaired Performance Improvement and Patient Safety Committees and worked closely with the executive team and Chief of Medical Staff to publish results
- Developed insightful performance improvement programs for department leaders and administrators
- Presented Post CABG Glucose Management project I created to the Adventist Organization

FLORIDA HOSPITAL DELAND, DeLand, FL **2002 – 2003**

A medical and surgical hospital serving roughly 9,000 admissions and 52,000 emergency room patients

Joint Commission Coordinator

I was retained to analyze operations and data metrics to swiftly meet regulatory mandates, improve care delivery and correct deficiencies in preparation for upcoming triennial survey by The Joint Commission.

- Implemented improvements in process, structure, and outcomes to positively impact patient care, satisfaction, revenue and regulatory compliance. Attained a Joint Commission survey score of 99%

CARDINAL HEALTH, INC., Dublin, OH **2000 – 2002**

A \$91B, Fortune 500, healthcare services company providing pharmaceuticals and medical products to over 75% hospitals in the US

Productivity Consultant

Analyzed health facilities and systems across the country to improve organization, performance and productivity and implement and evaluate methods to work more efficiently

- Drove and implemented processes that significantly reduced costs while maintaining quality
- Led educational initiatives that were essential in the improvement of delivery systems
- Incorporated data surveys to generate intelligence used to understand and improve productivity
- Aligned interventions with operations to attain excellence while preventing common cause error

INTERIM HEALTHCARE (Home Healthcare), Ft. Lauderdale, FL **1992 – 2000**

The nation's oldest, national, healthcare franchise organization employing over 75,000 healthcare workers and serving over 50,000 people each day

Director of Health Care Services

Directed over 200 home healthcare employees, covering four counties, an OASIS test site and ensured that quality care was delivered to homebound patients in a cost effective and profitable manner

- Received Corporate Professional Achievement Award for innovative development of Senior Services Program as well as a Joint Commission commendation
- Produced a nearly perfect Joint Commission accreditation survey
- Recruited, hired, trained and developed staff who became valuable assets to the organization

DR. BARBARA L. DUFFY

Prior Positions Include: Charge Intensive Care Nurse (RN) in two acute care hospitals

PROFESSIONAL

Past President, Florida Association for Healthcare Quality
Member, National Association for Healthcare Quality
Manuscript Reviewer, Journal of Healthcare Quality
Editorial Board Member, *Home Health Care Nurse Journal*
Member, Thought Leadership Group
University Instructor and Lead Faculty, Walden University
University Instructor and Subject Matter Expert, Southern New Hampshire University
University Instructor, Baker College
University Instructor, Daytona State College
University Instructor, Keiser University
Registered Professional Nurse, Florida
Health Care Risk Manager, Florida
Certified Professional in Healthcare Quality
Healthcare Accreditation Certified Professional

PUBLICATIONS (Partial Listing)

“Improvement Management - Operational Excellence in Healthcare,” *White Paper*, 2015 (pre-publication)
“First Protect the Patient From Harm -Applying Adult Learning Principle to Patient Safety,”
Patient Safety and Healthcare Quality, 2010
“ISMP Develops Guidelines for Standard Order Sets,” *Institute for Safe Medication Practices*, 2010
“The Art and Science of Pre-Printed Physician Orders,” *Journal of Healthcare Quality*, 2007
“Promoting Best Practice and Safety Through Pre-Printed Physician Orders,” *Advances in Patient Safety: New Directions and Alternative Approaches*, (AHRQ) 2008

AWARDS

Golden Pen recipient, National Association of Healthcare Quality (NAHQ)
Professional Achievement Award, For The Creation of Senior Services, Interim Healthcare

EDUCATION

Doctorate of Health Science, 2011
Nova Southeastern University, Ft. Lauderdale, FL
Institute for Healthcare Improvement (IHI) and Patient Safety Program, 2011
Institute for Healthcare Improvement, Cambridge, MA
Masters of Public Health, Health Policy & Administration, 2007
American Public University, Charlestown, WV
Bachelor of Science, Education & Healthcare, 1996
University of Central Florida, Orlando, FL