

KATHY OSBORN

CURRICULUM VITAE

PROFESSIONAL SUMMARY

Experienced, innovative, and dynamic transformational leader with over sixteen years serving in health care operational leadership. Broad knowledge base of operational excellence and hold a strong command for identifying strategies to promote fully functional system growth. Strong leadership presence and professional demeanor. Quick study and able to prioritize and multitask quickly and efficiently; data and results driven. Highly respected at the executive level and known for building strategies in parallel with a clear scope and vision. Critical thinker and solution based.

STRENGTHS AND COMPETENCIES

- Apply health care business process re-engineering tools using lean methodologies while deploying quality and safety initiatives based on organizational targets.
- Utilize experience in sales, marketing, and business development to optimize revenue delivery.
- Accountable for financial administration up to \$18 million.
- Known for developing a culture of employee readiness and engagement.
- Able to quickly create strategic plans, provide experience in state and federal advocacy, and serve as an expert on transformational change.

WORK EXPERIENCE

ANSCHUTZ MEDICAL CENTER / BARBARA DAVIS CENTER FOR DIABETES – Denver, CO

DIVISION ADMINISTRATOR (8/1/2020 to present)

Oversee financial and clinical operational functions of the pediatric division of the Barbara Davis Center for Diabetes (BDC) encompassing a \$9.2M operating budget. Accountable for coordinating policies and procedures and overseeing administration of clinical programs and business process continuity. Authority over the business affairs, including financial management, clinical FTE's, scheduling, and resources of the clinical division. Represent the clinical administrative division with CU Medicine, the administrative entity, in areas pertinent to the clinical division, including credentialing, outreach, service contracts, consulting contracts, establishing site of practices, clinic purchasing, CPT coding, and payer reimbursements for CMS as well as commercial insurance plans. Optimize patient quality and safety management throughout the entire patient continuum. Oversee onsite Quest laboratory operations. The clinic serves over 4,600 children with type 1 diabetes and provides patient care to patients seen at Children's Hospital Colorado.

COLORADO HOSPITAL ASSOCIATION – Denver, CO

DIRECTOR (3/2017 to 6/2020)

Accountable for the overall business operations of Broadband Services. This department has a regional footprint and serves as a federally designated group to administer federal broadband technology subsidies to non-profit health care entities from the Federal Communications Commission's Healthcare Connect Fund. Managed the CenturyLink network across the state of Colorado. The department serves >450 health care locations, including hospitals, behavior health organizations, Federally Qualified Health Centers, and clinics. Served as a state and federal advocate for expanding broadband in remote areas to enable the implementation of telehealth and improve the overall health and health care of communities.

DENVER HEALTH MEDICAL CENTER – Denver, CO

OPERATIONS MANAGER (1/2012 to 3/2017)

Served as a financial, operations, and strategic senior manager overseeing a \$6M operating budget for a 24/7 call center operation focused on integrated care. Administered budgeting, strategic planning, internal and external stakeholder management, personnel management, business development marketing, lean improvement measurements, key performance indicators and population health management. Over five years, strategically grew the department from 24 FTE to 70 FTE. Accountable for gaining optimal productivity for internal Denver Health patient call volume and external corporate contract patient call volume for department including physicians, registered nurses, health information aides, business development and clerical support. Secured numerous external contracts to provide income for Denver Health. Orchestrated telehealth for the enterprise, including managing grants, contracting, and implementation.

DENVER HEALTH MEDICAL CENTER – Denver, CO

BUSINESS DEVELOPMENT PROJECT LEADER (6/2011 to 1/2012)

Contributed to Denver Health’s revenue growth initiatives through business development projects in support of institutional strategic goals and objectives. Coordinated multiple projects and promoted the mission of Denver Health by implementing projects using Project Management Institute methodologies to deliver optimal utilization and revenue. Served as primary project leader to implement the Lean Academy. Collaborated with executive staff and project teams to develop an epilepsy monitoring unit, behavior health telemedicine, and expanding contract revenue at the Denver Health NurseLine contact center.

MAYO CLINIC LABORATORIES – Rochester, MN

NATIONAL BUSINESS ACCOUNT MANAGER

(8/2004 to 6/2011)

Accountable for demonstrating leadership, organization, and business expertise to foster new growth and achieve plan projections for >2500 hospital clients with a revenue portfolio of \$18 million. This was accomplished through coordinated efforts internally with senior administration, physicians, marketing, regional managers, regional sales representatives, medical technicians, laboratory physicians, information technology and the contact center to develop new business and to increase existing business. Orchestrated Reference Laboratory Agreements and administered 2nd Tier Newborn Screening Program contacts in collaboration with the biochemical genetics’ laboratory physicians. Augmented website design to invite hospitals to send in their first laboratory test.

NORTHWEST AIRLINES / KLM ROYAL DUTCH AIRLINES – Minneapolis, MN

GLOBAL AGENCY ACCOUNT MANAGER (6/2001-7/2004) Other operations positions held from 1988 – 2001.

Member of the Global Agency Account Group and co-managed the American Express global travel agreement. Primary responsibilities were working closely with field sales regional managers, district managers, account Sales representatives and American Express management to foster new business by creating global initiatives for international corporate clients, an \$18 million revenue portfolio. Developed program training curriculum for a new internet reporting system and provided domestic and international training sessions for the entire Northwest Airline’s sales organization. Represented NW/KL at American Express international meetings and presented the latest in products and services in Maui, Budapest, Dublin, Puerto Rico, Rome, and Vancouver.

ENDORSEMENTS

“If you are looking for someone to bring your operations to the next level, Kathy is the one.”

Olga Textoris, Nurse Practitioner

“Kathy is an inspirational leader who practices sound judgement and integrity.”

Elizabeth Adle, Registered Nurse

“I have never met someone so dedicated to her work and I wholeheartedly recommend her to anyone.”

Melissa Bosworth, CEO

“Kathy is passionate about leadership development and growing people which in turn ignites growth of the organization.”

Eskedar Makonnen, Business Consultant

EDUCATION

Colorado Technical University, Colorado Springs, CO

Executive Master of Business Administration

Emphasis: *Economics, Finance Administration, Information Technology, Leadership and Ethical Decision-Making, Organizational Behavior, Project Management, Strategic Management*

Concordia University, St. Paul, MN

Bachelor of Arts, Organizational Management and Communication

Emphasis: *Corporate Change Management, Dimensions of Diversity, Effective Interpersonal Relations, Marketing, Organizational Behavior, Managerial Communication, Research, Values and Ethics*

CAREER HIGHLIGHTS

TRANSFORMATIONAL LEADERSHIP

- Led evolution of clinical contact center by re-engineering the organizational structure in a 24/7 clinical contact center located at Denver Health Medical Center. This was achieved by establishing growth plans for leadership team, fostering a culture of trust as well as individual responsibilities which resulted in recognition as the top department for Workplace Readiness and Engagement.
- Grew clinical contact center at the Denver Health Medical Center from 24 FTE to 70 FTE and established a leadership group of eight to lead internal and external program expansion which eventually led our inbound call volume to increase from 82,000 to more than 200,000 annually.
- Established annual strategic plan and scorecard for Denver Health Medical Center contact center, including baseline metrics, threshold metrics, and stretch metric goals related to financial vitality, patient quality and safety, and workforce engagement.
- Developed 'Leadership Development Journey' curriculum at Colorado Hospital Association to foster leadership growth. It included five women who all went through a transformation process and eventually moved into a role that focused on their true passion.

OPERATIONAL OPTIMIZATION

- Accomplished proficiency as a Fully Functional Lean Management department dedicated to driving lean efforts forward using lean methodologies and technology. The department was subsequently recognized and awarded for this success at Denver Health Medical Center
- Led development of standard processes for measuring operational metrics at clinical contact center. Launched a Visual Management Board to demonstrate trending and to identify gaps in processes where additional focus was needed at Denver Health Medical Center.
- Directed patient quality and safety benchmarks by implementing a statistical mapping tool used for managing clinical staffing at Denver Health Medical Center.
- Fully executed new population health management initiatives such as physician directed protocols for use in contact center to alleviate emergency room pressure and to direct patients to the right level of care at Denver Health Medical Center.

BUSINESS DEVELOPMENT

- Ignited broadband technology infrastructure growth at Colorado Hospital Association by maximizing federal broadband technology subsidies invested into Colorado hospitals, resulting in a 40% increase in funding requests year over year.
- Orchestrated corporate contracting activities including establishing annual reports, negotiating rates, and fostering trusting relationships which led to an increase in corporate contract revenue by 57% over 5 years at Denver Health Medical Center.

- Led Denver Health Medical Center project team in creating the Lean Academy which provided a revenue gain of \$375,000 in year one.
- Directed organizational telehealth activities and increased tele-behavior health revenue by 36% at Denver Health Medical Center.
- Achieved 43% profit margin and received an Outstanding Performance Award at Mayo Clinic Laboratories.

TEACHING AND CURRICULUM DEVELOPMENT- REGIS UNIVERSITY

Applied Capstone, Health Care Administration, Course facilitation
Human Resource Management, Health Care Administration, Curriculum creation and facilitation
Leadership Organizational Development, Health Care Administration, Course facilitation
Leading Organizations, Health Care Administration, Course facilitation
Quality and Patient Safety Management, Health Care Administration, Course facilitation and curriculum development, created curriculum for the undergraduate and graduate programs
Strategic Project Management, Health Care Administration, Curriculum creation and facilitation
The Politics of Health, Health Care Administration, Course facilitation

RELATED TEACHING AND TRAINING

Facilitator, Leadership Development Journey, Colorado Hospital Association	2018
Training, Lean Management Systems, Denver Health Medical Center	2013
Training, Denver Health Medical Center Lean Blackbelt	2011
Training, Miller-Heiman Large Account Management, Mayo Clinic	2010
Training, Question Based Sales Methodology, Mayo Clinic	2007
Training, Miller-Heiman Strategic Selling: Supporting Community Outreach, Mayo Clinic	2006
Facilitator, Internet Reporting System, Instructed Northwest Airlines Employees Worldwide	2003

CERTIFICATIONS

Certification, Institute for Healthcare Improvement: Quality and Patient Safety	2018
Certification, Mayo Clinic Quality Fellow, Bronze Level	2011
Certification, Business Administration – Colorado Technical University	2006
Certification, Business Management – Colorado Technical University	2006
Certification, Change Management – Colorado Technical University	2006

RECOGNITIONS AND AWARDS

Award, Fully Functional Lean Management Department, Denver Health Medical Center	2016
Award, Top Manager at Denver Health Medical Center for Workplace Readiness & Engagement	2016
Recognized for Outstanding Performance, Mayo Clinic Laboratories	2009

NOTEWORTHY PRESENTATIONS

Denver: Presented “Finding Your Passion” at a Health Care Job Fair at Coors Field	2018
Denver: Presented “My Excellerate Leadership Journey” to Denver Health Executives	2016
Denver: Presented a “Fully Functional Lean Department Journey” to Executives at Denver Health	2016
Denver: Presented “Contact Center Success” to Executives at Denver Health	2016
Rochester: Presented “Mayo Clinic Laboratories Strategic Plan” for Community Hospitals	2004
Vancouver: Presented “Northwest Airlines Products and Services” to American Express	2004
Rome: Presented “Northwest Airlines Products and Services” to American Express	2003
Puerto Rico: Presented “Northwest Airlines Products and Services” to American Express	2003
Dublin: Presented “Northwest Airlines Products and Services” to American Express	2002
Budapest: Presented “Northwest Airlines Products and Services” to American Express	2002