

## KRISTIE HERBORD

### EXPERIENCE

UNIVERSITY OF WASHINGTON SCHOOL OF MEDICINE, CME, Seattle, WA

2022 – Present

#### *Manager, Education & Accreditation (2022 - Present)*

- Manages major course/conference activity from application to close-out including contract negotiations, faculty management, venue operations, exhibitor management, and on-site staff coordination.
- Developing efficiencies in course management with team tracking timelines utilized in a continuous process improvement cycle.
- Reformatted Future Faculty Fellows Workshop program sponsored through the Office of Research and Graduate Education in support of equity and diversity with workshop facilitators.

UNIVERSITY OF WASHINGTON MEDICAL CENTER – NORTHWEST CAMPUS, Seattle, WA

2008 –2022

#### *Manager, Hospitalist & Anesthesia Programs (2019–2022)*

- Managed the execution of department activities, ensuring proper staffing and operations for the hospitalist, anesthesiologist, palliative care, and administrative assistant teams.
- Provided leadership, coaching, and development plans for the hospital Executive Assistants to support C-Suite executive leadership.
- Demonstrated oversight and business strategy support for inpatient professional coding and billing.
- Analyzed department and provider patient satisfaction results, disseminating critical feedback to clinicians.
- Managed quality and productivity incentive program for team and individual reporting, facilitating improved performance in both patient satisfaction and revenue performance.
- Developed strategies to improve staff and clinician engagement.
- Organizational development activities, working with the Leadership Development Institute as a key member of the curriculum team for both UW Medicine and Northwest Hospital, developing curriculum and activities fostering an engaging learning environment for leadership and staff.

#### *Manager, Service Excellence Program (2018– 2019)*

- Managed the *Patients are First* Service Excellence Program.
- Managed the Executive Assistant team to support C-Suite executive leadership.
- Provided oversight and business strategy support for IT system for Allscripts Care management software.
- Managed and oversees the Continuing Medical Education (CME) Program including curriculum development for medical providers to support licensure and CME requirements. Responsibilities include coordination of curriculum development, learning events planning, revenue forecasts exceeding budget expectations, process improvement to ensure regulatory compliance, and ongoing documentation for reaccreditation. The program supports 36 learning events annually, providing CME credits to more than 180 physicians and 600 clinical support staff. Education portfolio includes regularly scheduled case conferences, grand rounds, and annual multi-day conferences.
- Provided ongoing support to the Clinical Research Program (see below).

#### *Program Manager, Continuing Medical Education & Service Excellence (2016– 2018)*

- Managed Continuing Medical Education (CME) Program activities targeting UW Medicine and community physicians.
- Collaborated with Chief Medical Officer and physician leadership to develop all medical education curriculum provided on the NWH campus.
- Led the Continuing Medical Education reaccreditation survey, earning Full-Term Reaccreditation to allow the issuance of Continuing Medical Education Category I credit to providers through June of 2020.
- Managed Clinical Research Program, assuring compliance with the Food and Drug Administration and the Office of Human Subjects Research Protections with maintaining alignment of the company Mission, Vision, and Values.

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- Allscripts Care Management Systems Administrator, Report Administrator, and Trainer enabling care management clinical documentation for staff members across UW Medicine / Northwest Hospital. Developed and implemented system protocols to support cross-functional teams.
- Responsible for curriculum development and instruction for leadership teams both for Northwest Hospital and UW Medicine. Curriculum teams responsible for educating more than 600 UW Medicine leaders on strategies for employee retention, diversity, and strategic alliance to enhance systematic team-based approaches.

### ***Program Coordinator: Continuing Medical Education & Service Excellence (2013-2016)***

- Responsible for Medical Staff event planning including calendaring, advertising, event logistics, and follow-up surveys.
- Partnered with Chief Quality Officer to develop protocols resulting in reduced unexpected hospital readmission rates, hospital-acquired infections, and unexpected outcomes.

### ***Performance Improvement Specialist (2009-2013)***

- Managed hospital quality improvement performance measures, analyzed procedures, reported compliance results to executive administrators, addressed continuous improvement opportunities.
- Successfully managed project to launch a quality IT system and maintained the administrator role following project completion.
- Coordinated six quality improvement initiatives focused on clinical performance, patient safety, compliance, and financial viability. Developed program to implement a hospital surgical checklist supporting improvements in patient safety. Improved surgical checklist compliance from 60% to 97% within six-months.
- Participated in Joint Commission hospital surveys to support documentation and staff communication plans for improvements resulting in commendable audit reports.

### ***Administrative Assistant (2008-2009)***

- Administer activities necessary to run day-to-day department activities and manage the needs of the internal and external customers. Champion of department customer service skills developing standards for meeting internal and external customer expectations.

**AETNA/US HEALTHCARE**, Seattle, WA

1990-1997

### ***Quality Assessment Auditor***

- Validated claims processing accuracy, providing quality improvement recommendations, developing communication plans, and identified more than \$ 200,000 in overpayments resulting in corporate cost recovery.

## **EDUCATION**

**CENTRAL WASHINGTON UNIVERSITY**, Ellensburg, WA

2019

*Bachelor of Science, Information Technology & Administrative Mgmt., Cum Laude*

**HIGHLINE COMMUNITY COLLEGE**, Des Moines, WA

2009

*Associate of Arts, Business Transfer*

## **CERTIFICATIONS/TRAINING**

Clinical Research Coordinator Training  
*Northwestern University*

November 2018

Lean Six-Sigma Yellow Belt Certified

September 2022

Certified Healthcare Continuing Professional Development (CHCP) Professional

June 2018

## **REFERENCES**

Available upon request.