

Kathleen D. Kelly, Senior Consultant

Glendale, AZ

Kathleen Kelly is a senior level healthcare executive with more than 18 years' diversified experience in patient access services and revenue cycle leadership. Her areas of expertise include program/service development, quality assurance, reimbursement requirements, customer service, personnel administration, and training in the emergency, inpatient and outpatient arenas of hospital registration. Her strengths include change management as it relates to design and implementation of patient access policies and procedures, with focus on maximizing reimbursement while maintaining the highest level of customer service.

Ms. Kelly has experience on various engagements that have included work process and patient flow assessments, recommendations and implementation, as well as interim management. She is an expert in the areas of:

Business Process Analysis of Hospital Patient Access Areas

Work and Patient Flow Assessments with Process Improvement Recommendations

Process Redesign Implementation

POS Cash Collections Enhancement

Staff Development and Training

Interim Management

Certifications

Affiliation with Healthcare Financial Management Association, HFMA

Affiliation with National Association of Healthcare Management, NAHAM

Education

Business Management Program, University of Minnesota, Minneapolis, MN

Languages: Spanish

## Experience

Senior level healthcare executive positions at: Catholic Healthcare West, Phoenix, AZ; Swedish Covenant Hospital, Chicago, IL; Marianjoy Rehabilitation Hospital and Clinics, Wheaton, IL; Loyola University Medical Center, Maywood, IL