

C. Jeanne Solberg, MA, RHIA, FAHIMA



PROFILE

Jeanne Solberg specializes in management in healthcare operations with a strong emphasis in revenue integrity; financial and clinical decision support; electronic health record optimization; and government regulatory compliance.

TECHNICAL EXPERTISE

Ms. Solberg's consulting work has included hospital operations management including health information management departments, revenue integrity and billing compliance departments, charge master revenues, electronic health installations and operational assessments. Her work experience included: Director, Business Processes at a large healthcare insurer; EHR Patient Access Manager, at a multi-hospital and clinic organization; Manager, Financial Decision Support Services at a large tertiary care hospital in the Midwest; and Manager of Clinical Decision Support, Director, HIM, Quality Assessment and Utilization Management for Lancaster General hospital, a 555 bed acute care hospital with a large ambulatory care practice.

Ms. Solberg has also served as an adjunct faculty member at the College of Saint Scholastic in their Masters' program, the University of Saint Catherine and York College of Pennsylvania. Jeanne has a strong interest in revenue cycle management, revenue integrity and regulatory compliance.

Ms. Solberg is a seasoned professional with a strategic viewpoint and the ability to respond to immediate organizational needs. She has strong team building skills, with ability to integrate diverse perspectives to focus on the goals. Ms. Solberg is results oriented and demonstrates ability to execute on opportunities through redesign of processes to attain target levels of performance. She has a deep understanding of clinical, operational and patient flow processes and a proven ability to evaluate complex problems, identify opportunities and deploy interventions to yield demonstrable results. She is experienced in training, motivating and mentoring staff and maintains a sense of humor and optimistic presence. She has demonstrated skill in customer service with executives and across all areas of an organization.

EDUCATION/PROFESSIONAL INVOLVEMENT

Ms. Solberg earned a Masters (in Health Information Management with a certificate in Health Informatics from The College of Saint Scholastica and a BS in Health Information Management from York College of Pennsylvania. She is credentialed as a Registered Health Information Administrator (RHIA) from the American Health Information Management Association and was awarded a Fellowship status for her contribution to her profession.

She is the co-author of the chapter titled: "Revenue Cycle Management." Health Information Management: Concepts, Principles and Practices (5th Ed) published by the American Health Information Management Association in 2016; co-author, "Managing a Data Dictionary." *Journal of AHIMA* (January 2012) and co-author, "Health Data Analysis Toolkit." *Journal of AHIMA*. (January 2011). She has spoken nationally and internationally on health informatics, data governance, revenue cycle management and decision support services.