

PAIGE E. MOORE

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Education

- 2008 – 2010 **University of Iowa - College of Health Management and Policy, Iowa City, IA**
Master of Healthcare Administration
- 2004-2008 **Wartburg College, Waverly, IA (Graduated Cum Laude)**
Bachelor of Arts in Business Administration
Minors in Spanish and Social Welfare
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Experience

- Sept 2015-present **Director of Patient Experience, UnityPoint Health, Des Moines, IA**
- Report to President and CEO of UnityPoint Health – Des Moines
 - Member of the Patient Experience Leaders Team that drives the creation a standard, unified approach to patient experience across the UnityPoint Health system.
 - Participate in the development of patient experience improvement strategies, objectives and goals consistent with the goals of the system
 - Review with and present patient experience performance data to executive and operational leadership.
 - Collaborate with Physician Champion to develop targeted physician-driven patient experience initiatives
 - Work to educate and coach all staff about patient experience and importance of engaging the patient in their care
 - Collaborate with UnityPoint Clinic and UnityPoint at Home Patient Experience Directors for targeted Central Iowa improvement tactics
 - Continue to oversee and coordinate community engagement strategies and tactics (*see below for details*)
- Jul 2014-Aug 2015 **Manager of Community and Patient Engagement, UnityPoint Health, Des Moines, IA**
- Reported to Vice President of Business Development and Marketing
 - Coordinated and further developed community benefit and engagement activities based on the strategic pillars and priorities for UnityPoint Health – Des Moines. Examples include Downtown Farmer's Market sponsorship, Yoga in the Park sponsorship, participation in the national BUILD Health Challenge and various educational and patient engagement events.
 - Coordinated strategy and tactics for community outreach (i.e. non-aligned physicians, rural facilities, partners in our OSC) through the Physician Liaison and rural affiliate leaders to better coordinate care.
 - Communicated value and progress related to accomplishing UnityPoint Health's mission of improving the health of the communities we serve.
 - Facilitated and participated on service excellence committees across organization including: Blank Children's Hospital inpatient units, Blank Children's Health Center outpatient clinics (co-lead with Dr. Ken Cheyne, Blank Children's Hospital Medical Director), Ambulatory Surgery, Patient Experience (PX) Steering Committee and PX Measurement Service Action Team (team lead).
 - Collaborated with physicians, administrators and other clinical and non-clinical departments to develop, facilitate and track outcomes of patient experience improvement initiatives throughout organization.
 - Worked to educate all staff about patient experience and engagement, importance of engaging the patient in their care and engaging all staff to provide the best outcome, every patient, every time.
- Jul 2011-Jun 2014 **Marketing and Planning Information Strategist, UnityPoint Health, Des Moines, IA**
- Reported to Director of Planning and Vice President of Business Development and Marketing
 - Provided decision support for strategic planning and business development issues through the use of business applications including Crimson Market Advantage, MapInfo, CPM Health Grades, Thomson-Reuters, Survey Monkey, Press Ganey Online, Slice and Dice IHA Online, etc.

- Collaborated with physicians, administrators and other clinical and non-clinical departments to develop, facilitate and track outcomes of patient experience improvement initiatives throughout organization
- Developed and presented Des Moines metro analyses for future clinic and hospital planning
- Precept 2012 and 2013 summer intern in Business Development
- Facilitated and participated on service excellence committees across organization including: Blank Children's Hospital inpatient units (co-lead with Dr. Michael Line, Hospitalist), Blank Children's Health Center outpatient clinics (co-lead with Dr. Ken Cheyne, Blank Children's Hospital Medical Director), Ambulatory Surgery, UnityPoint Health – Des Moines, UnityPoint Health System-wide Patient Experience Team (co-chair with Shellie Wilkes, Director of Physician and Customer Services at Methodist Peoria)
- Developed the HCAHPS 101 Toolkit for organization-wide education regarding HCAHPS (used in a national Press Ganey webinar and has been requested by organizations across the nation)

Jun 2010 - Jul 2011 **Administrative Fellow, Children's Mercy Hospitals and Clinics, Kansas City, MO**

- Rotated through various organization-wide departments (Revenue Cycle, Admissions, Medical Records, Quality and Safety, Laboratory, Dietary/Nutrition, Physician Services, Radiology, Inpatient Nursing, Respiratory Therapy, Child Life, Patient Advocacy, Receiving/Distribution, Community Relations, Business Development, Food Services, Human Resources, Children's Mercy South, Chaplaincy, PT/OT, Government Relations, Facilities, Environmental Services, Home Health Care, Children's Mercy Health Network, Accounting/Finance, Transport, Family Health Partners, Medical Administration)
- Facilitated implementation of system-wide Value Analysis Program in an effort to reduce supply ordering variances throughout the system
- Assisted with developing a Peer-to-Peer Violence Prevention Program to better detect and assist youth in violent situations
- Assisted Infection Control and Quality and Safety in the implementation of and adherence to Orthopedic Surgical Prophylaxis guidelines prior to procedure
- Developed effective organizational-wide transitioning plan to adult providers for patients over age 21
- Completed and assisted with numerous system-wide projects (business development, quality, etc.)

May – Aug. 2009 **Intern, Blank Children's Health Center, Des Moines, IA**

- Completed Lean projects and made recommendations to administration and physicians regarding patient phone access and physician room efficiency
- Shadowed executive directors within Iowa Health – Des Moines
- Facilitated RAC project for post acute transfers within Rehabilitation/Orthopedics department
- Completed and presented selection project for valet and concierge services at Methodist West (implemented recommendations during Fall 2009)

Healthcare Administrative Field Studies

Jan. – May 2010 **Administrative Practicum, Iowa City Heart, Iowa City, IA**

Sept. – Dec. 2009 **Patient-Centered Medical Home Project, Mercy - Iowa City, Iowa City, IA**

Jan. – May 2009 **Employee Healthcare Needs Project, Mercy - Iowa City, Iowa City, IA**

Honors and Awards

March 2013	UnityPoint Health – Des Moines Fire Starter award recipient (iRound implementation)
November 2012	Iowa Health – Des Moines Always Committed to Excellence (ACE) award recipient
2010 - 2011	Lean Six Sigma Green Belt Certification
2006-2008	Captain of Wartburg College Dance Team
2004-2008	Wartburg College Regent Scholar
2004-2008	Wartburg College Dean's List
2004-2008	Wartburg Piano Meistersinger Scholar

Professional Affiliations and Service Activities

2015 – present	Des Moines Ronald McDonald House Board Member
	<ul style="list-style-type: none"> • Red Tie Gala Committee Member • Marketing Committee Member

	<ul style="list-style-type: none"> Grants Committee Member
2015 - present	UnityPoint Health Management Leadership Academy Participant (graduate Spring 2016)
2015 - present	Greater Des Moines Leadership Institute Board Member
2015 - present	Greater Des Moines Leadership Institute Alumni Committee Co-Chair (Member: 2013-present)
2015 – present	UnityPoint Health – Des Moines Patient Experience Measurement & Resource Subcommittee Team Leader
2015 – present	UnityPoint Health – Des Moines Patient Experience Steering Committee Member
2014 – present	AHeinz57 Pet Rescue and Transport Adoption Coordinator & Volunteer
2013 - 2014	UnityPoint Health – Des Moines Employee Activity Committee Chair
2013 – present	UnityPoint Health – Des Moines Leadership Development Institute Committee Member
2012 – 2013	Greater Des Moines Leadership Institute Class of 2013 Graduate
2008 – present	American College of Healthcare Executives Member
2005 - 2014	Iowa High School Speech Association Judge
