



Susan Young DHA, MSA, RN



Education

DHA Medical University of South Carolina Doctor of Health Administration 

Dissertation: Assessment of Cultural Diversity Training:
An experiment for Hawaii Nursing Students

M.S.A. Central Michigan University Master of Science in Administration, Area of Concentration:
(Health Care Administration) 

Thesis: The Effect of Nursing Satisfaction on Patient Satisfaction

B.A. Thomas Edison State College Psychology 

A.A.S. Ocean County College Associate in Applied Science: Area of Concentration: (Nursing) 

Publication

Health Care Manager Fall 2015

Cultural Diversity Training: The necessity of cultural competence for health care providers and in nursing practice

Professional Academic Experience:

University of Hawaii-West Oahu (UHWO)

- 8/1/2014-Present **Instructor, Division of Public Administration, (Health Administration)**
 - Instruct courses in Health Administration: face to face and distance delivery modalities using Lulima platform.
 - PUBA 319 Long Term Care
 - PUBA 318 Managed Care
 - PUBA 318 Managed Care

- PUBA 477 Healthcare Ethics
- PUBA 307 Community Health Analysis
- PUBA 486 Senior Project
- PUBA 101 Introduction to Health Administration
- PUBA 302 Health Policy, Politics and Law (Face to Face)
- PUBA 302 Health Policy, Politics and Law (On line)
- PUBA 301 Health Care Administration
- Serves as faculty advisor for Health Care Administration Club UHWO
- Serves as faculty Advisor for Honors Society, Health Administration UHWO
- Serves on Curriculum Committee (UHWO)
- Provide professional and community service (Details provided in Service section)

1/1/2013-6/2014 **Lecturer, Division of Public Administration, (Health Administration)**

- Instruct courses in Health Administration: face to face and distance delivery modalities using Laulima platform.
 - PUBA 101 Introduction to Health Administration
 - PUBA 302 Health Policy, Politics and Law
 - PUBA 319 Long Term Care

A.T. Still University -Kirksville, Missouri

11/2010-8/1/2014 **Adjunct Faculty School of Health Management and Public Health**

- Instruct courses at the Master and Doctorate level in Health Administration and Public Health through distant delivery using the Blackboard platform.
- Developed the Doctorate level class for DHAD 7800, Health Policy, Law and Regulation.
- Complete an annual professional development plan and reports professional development activities to A.T. Still University twice yearly.
- Provide mentoring to students on academic and professional requirement.
 - MHA 732 Health Care Information Systems
 - MHA 822 Essentials of Managed Health Care
 - HMP 842 Human Resource Management
 - HMP856 Community Based Health Care
 - DHAD 7800 Health Policy, Law and Regulation

University of Phoenix-Honolulu, Hawaii

08/2011-8/1/2014 **Adjunct Faculty Nursing and Health Administration Program**

- Instruct courses at the Baccalaureate and Master level in Nursing and Health Administration.
- Facilitate and guide instruction in Nursing and Health Administration track.
- Past member of Health Care Faculty Council for University of Phoenix: develop and revise curriculum and assessment processes for program outcomes and alignment of course assignments.
 - HCS 571 Financial Resource Management
 - HCS 245 Introduction to Health and Disease
 - HCS 455 Health Care Policy: the Past and Future
 - HCS 446 Facility Planning
 - HCS 325 Health Care Management
 - HCS 341 Human Resources in Health Care

- HCS 449 Health Administration Capstone
- HCS 490 Health Care Consumer Trends and Marketing
- HCS 457 Community and Public Health

Professional Work Experience

Healthcare Association of Hawaii Director of Quality and Regulatory Issues 11/2010-8/1/2014

- Member of senior management team with core responsibilities for overall regulatory, patient safety and quality development for the state Healthcare Association.
- Communicate and lead in the formulation and implementation of strategies and initiatives for member organizations in healthcare safety and quality for Hawaii.
- Manage and analyze quality data ensuring methodologies and comparisons are reliable.
- Led Healthcare Association Patient Safety and Quality Committee.
- Awarded contract from Centers for Medicare and Medicaid Services (CMS); \$600,000 Federal funds awarded to lead Partnership for Patients Federal initiative for state of Hawaii.
- Draft and manage federal and state legislation and necessary amendments to pending legislation. Recommend Healthcare Association's position.
- Provide communication through written and verbal testimony at Hawaii State Legislature on healthcare and regulatory issues.
- Collaborate with Hawaii Department of Health on state and national health concerns, policy development and quality initiatives for hospitals, long term care, home health and hospice.
- Participates with national organizations in quality policy development. Applied and secured grant of \$60,000 for the Comprehensive Unit-based Safety Program for catheter-associated urinary tract infection (CUSP CAUTI) a national initiative through the Health Research and Educational Trust (HRET).
- State lead for the CUSP CAUTI initiative with American Hospital Association. HRET.

TeamPraxis Clinical Research & Development Analyst 11/2007-11/2010

- Directed participation in design and architecture of new clinical applications.
- Developed clinical decision support tools such as the physician dashboard and patient alerts for the Allscripts Clinical Quality Enterprise system.
- Researched and integrated current clinical quality measures and medical interventions that are consistent with Federal government and professional standards for electronic health records.
- Collaborated with physicians and IT development team to design and implement electronic guidelines to capture quality of care measures in

accordance with National Committee for Quality Assurance (NCQA) regulatory standards.

- Collaborated with Hawaii physicians on TeamPraxis company initiative for local Medical Home collaborative, including assistance for physicians in meeting NCQA criteria.
- Provided readiness assessment and gap analysis for new clients through a clinical optimization process.
- Provided support, education and training for physicians in adopting electronic health records and through analysis of utilization patterns. Instituted recommendations for improvement.
- Liaison between Health providers and payers communicating proper Current Procedural Terminology (CPT) and International Statistical Classification of Diseases (ICD 9) coding for reimbursement and Pay for Reporting/ Performance programs.
- Designed curriculum and course content for Clinical Transformational Services. Courses given to organizations on site and through Web based application for remote clients.

Healthways

Director, Provider Support

12/2004-11/2007

- Directed and supported 6 Provider Service Managers and 3 in-market comprehensive care managers.
- Responsible for support and communication with providers for all aspects of quality initiatives, clinical indicators, standards of care and initiation of new programs with HMSA Care Connection.
- Led collaborative workgroup on Pay-for-Performance with selected providers to include office assessment efficiencies and assessment of quality reports.
- Led Provider Advisory Council for HMSA Care Connection.
- Developed and coordinated Provider Advisory Summit to engage providers in new strategies and communication enhancements with HMSA Care Connection.
- Collaborated with Provider Service team to develop tools to enhance and capture quality measures.
- Evaluated intervention strategies with providers and collaborates on new design strategy.
- Supported marketing strategies for Healthways with Account Marketing Team.
- Fiscal responsibility for clinical outcomes and physician satisfaction.

Healthways

Clinical Operations Manager

9/2001-12/2004

- Responsible for providing direction and leadership to a clinical team to ensure member populations with primary disease or impact conditions are being managed according to Evidence Based Guidelines.
- Fiscally responsible for clinical team performance as measured by clinical outcomes and contract performance.
- Maintained compliance of Utilization Review Accreditation Commission (URAC), National Committee for Quality Assurance (NCQA) and Joint Commission (TJC) standards for disease management.

- Facilitated and led successful implementation of a Home Monitoring program for Heart Failure members. Program was instrumental in proving 46% savings for this population in utilization of health care services.
- Ensured clinical outcomes and financial targets were achieved for the Diabetic population resulting in a 15.6% savings, 6.7% over projection for last fiscal year 2003.
- Developed and facilitated a colleague enrichment series promoting teamwork, values, and a personal path forward for each colleague.
- Developed and coordinated quality training, focusing on communication, feedback, fishbone analysis and problem identification.
- Facilitate and provide direction to the Leadership team in transition from traditional teams to self-directed work teams.

Kapi`olani Medical Center for Women and Children
Director, Pediatric/Transport Services
1/1999-8/2001

- Responsible for overall management of all Pediatric and Transport Services. The Pediatric Division includes a 25 bed general pediatric unit, 25 bed Adolescent/Oncology unit, Pediatric Ambulatory unit, 14 bed Pediatric Intensive Care unit, 10 bed Medically Fragile/Pediatric step-down unit, and the only Neonatal/Pediatric critical care Transport team in the Pacific.
- Directed reports include four nurse managers, eight Transport nurses, two educators, one nurse practitioner, and two clinical nurse specialists.
- Administrative responsibility for all nursing school affiliation and contract initiatives.
- Responsible for all Neonatal/Pediatric transport operations for the State of Hawaii.
- Administrator for continuing education programs at Kapiolani Medical Centers.
- Oversaw the inpatient pediatric clinical service line for Cardiac services.
- Oversaw the pediatric clinical service line for the Heme/Oncology program.
- Implemented successful conversion of needless tubing system and intravenous pump conversion.
- Facilitated and coordinated renovation project in Neonatal Intensive care unit, finishing ahead of schedule.
- Participated as part of senior management during 1999 negotiations with HNA, resulting in successful negotiation of 3-year contract.
- Developed and coordinated the New Grad programs in the Pediatric Intensive Care Unit, Neonatal Intensive Care Unit, and pediatric units.
- Member of Continuing Medical Education for physicians.
- Member of Quality Council for Medical Center, overseeing and monitoring the performance improvement projects.
- Led, as part of nursing executive team, a successful JCAHO survey May 2000 resulting in a score of 95.
- Member of Labor Management committee, working with HNA membership and nursing services.
- Participated and assisted with coordination during annual fundraising for Children's Miracle Network.

Community Medical Center, New Jersey
Director of Patient Care, Pediatrics
Nurse Liaison for Patient Satisfaction

4/1980-12/1998

- Clinical and administrative responsibilities for a 23 bed Pediatric department. Responsibilities include direct supervision of human resources, fiscal management of salary and non-salary budget and insuring staff education and development.
- Maintains compliance of Department of Health (DOH) and Joint Commission (TJC) standards, monitoring and analyzing trends in staffing mix, acuity and census.
- Developed and implemented parenting classes for the Family Health Center during the initiation of the Health Start Program.
- Planned and implemented the first licensed day care program for mildly ill children approved by the Department of Health in the State of New Jersey.
- Designed and implemented a quality management program for the Pediatric department.
- Facilitated Parents Anonymous parenting support group.
- Developed and implemented Pediatric Asthma pathway and Pediatric Seizure pathway.
- Coordinated implementation of Pediatric Same Day stay for patients requiring sedation studies, video EEG monitoring and same day surgeries.
- Coordinated the Pediatric Advanced Life Support Program for Community Medical Center and assists with teaching within the St. Barnabas Health Care System.
- Provided coverage for the Administrator for Nursing Services in her absence.
- Responsible for orienting new Directors of Patient Care to their managerial roles.
- Coordinated and facilitated medical record review with the management team for Joint Commission survey in 1996.
- Responsible for reviewing all Press Ganey patient satisfaction surveys with a special focus on nursing care.
- Facilitated Nursing Patient Satisfaction team in development, implementation and monitoring for trending and development of initiatives.
- Developed Customer Service Workshop for Nurse Managers.
- Presented "Patient Satisfaction: A Key Element in Striving for Excellence" at the Organization of Nurse Executives/N.J. annual poster session.
- Coordinated Patient Satisfaction Retreat for Nursing Management.
- Pediatric Advance Life Support Instructor

Membership

- Curriculum Committee UHWO
- Healthcare Associated Infections Hawaii State Task Force
- Hepatitis Free Committee
- Advisory Board for Hawaii State Center for Nursing; Vice Chair
- Association of Nurse Executives (AONE) Hawaii Chapter
- Hawaii Action Coalition for Nursing
- Nursing Evidence based Practice Committee
- Academic Progression in Nursing
- HIMSS Hawaii Chapter
- Hawaii State Health Care Workforce
- Member of the National Association of Healthcare Quality (NAHQ)
- American Diabetes Association
- Alumni: Central Michigan University, Health Administration Chapter

- Alumni: Medical University of South Carolina, DHA program
- Association of University Programs in Health Administration (AUPHA)

Presentations 2012-2015

Lessons in Leadership 9/30/2015

Leading beyond the hospital walls

- Audience of 60 participants
Hospital Administrators, Registered Nurses, Faculty from Maui Community College

Educational Webinar for Observational Stay Patients 8/2014

Developed in collaboration with Rachael Wong, Dana Halvorson & Ruta Kadonoff

- Audience: Hospital Administrators, Social Workers, Emergency Room Physicians, Long Term Care Administrators, Case Managers and Admitting clerks

Best Practices for Successful Transitions 2/17/2014

- Audience of 66 participants

Can Culture and Strategy Exist? 12/7/2013

- Audience of 45 participants

First 1000 Days 10/21/2013

- Audience of 70 (National Governors Association)

Transitions in Care 5/17/2013

- Audience of 26 participants (Allscripts Transition Summit)

Ponocare and Just Culture in Hawaii 4/2013

- Audience of 20 participants (Regional Process Improvement Committee)

POLST and Advanced Directives 11/20/2012

- Audience of 35 participants (University of Hawaii Healthcare professionals)

Flex Rural Conference 10/24/2012

- Audience of 75 participants (Western Rural Health Group)