

JASON E. GILLIKIN, CPHQ

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OBJECTIVE To add value for my customers by leveraging my experience in the areas of healthcare quality, statistical process improvement, ethics, and communications, within a mutually respectful business relationship.

EXPERIENCE **Gillikin Consulting Group LLC**, Grand Rapids, MI 2008-present

President of a part-time freelance writing and business-communications consultancy specializing in general business writing, marketing and Web-presence management, and freelance journalism — annual revenues of more than \$10,000

- Contract with national media company to provide editing and content auditing services
- Provided complete Web presence and social media platform for local lawyer, independent musician, professional services consultant and political consultant in 2010-2011
- Experienced ghostwriter for nationally recognized tech blogger

Spectrum Health – Grand Rapids Hospitals, Grand Rapids, MI 2000-present

Team Lead (Informatics) for front-end revenue-cycle team of Kent County's largest employer and provider of acute-care hospital and continuing-care health services, with more than 1,400 total licensed beds over eight hospitals and annual revenues of more than \$1 billion.

- Supervised team of systems- and decision-support analysts responsible for the hospital's scheduling, registration and coding areas — the entire pre-bill patient financial experience
- Initiated comprehensive performance analysis and improvement program
- Developed and published monthly "Revenue Cycle Dashboard," a collection of metrics and analysis intended as the primary decision-support tool for senior finance leaders
- Served as primary statistical evaluator for hospital's maternal- and infant-health programs

Western Herald, Kalamazoo, MI 2000-2005

Editor in Chief; Copy Chief; Opinion Editor for independent, self-funded, non-lab newspaper affiliated with Western Michigan University (12,500 daily circulation during publication cycle).

- Hired, supervised and developed team of eight full-time section editors and more than 60 part-time staff writers and photographers, on \$600,000 annual division budget
- Set editorial policy and served as final approving authority for all newspaper content
- Developed newspaper's first-ever human-resource and training manual, and led a complete redesign of the newspaper's overall appearance and content structure in print and online
- Instituted beat system for staff writers and photographers and diversified opinion content
- Completely redesigned copy-flow process to reduce delays — saving two hours' daily work

Frey Foundation, Grand Rapids, MI 1998-2000

Administrative Assistant for private family foundation with \$160 million in assets.

- Acted as gatekeeper and initial point-of-contact for grant seekers
- Administered Web site and served as primary editor of foundation publications
- Supported president and finance director

Michigan National Bank, Grand Rapids, MI 1995-1997

Customer Service Associate for local (now dissolved) retail bank.

- Provided retail banking services to customers, including new-accounts management
- Served as weekend branch supervisor and in rotation for ATM and vault custodianship
- Acted as lead team member from West Michigan for staff-led process improvement team

EDUCATION Western Michigan University, Kalamazoo MI

Bachelor of Arts, Political Science & Philosophy (Professional and Applied Ethics), 2003;
minors in History, Latin, and Comparative Religion. M.A. in philosophy started but on hiatus.

**PROFESSIONAL
CERTIFICATIONS**

- *Certified Professional in Healthcare Quality, Healthcare Quality Certification Board, National Association for Healthcare Quality, 2006-2012. CPHQ #12358.*
- *Open-Water Diver, Professional Association of Diving Instructors (PADI), 2008. #0807085460.*

AFFILIATIONS

American Society for Quality, (2005-) Grand Rapids section; divisions for Health Care, Quality Management, and Statistics. Senior member status since 2007.

American Statistical Association, (2005-) mid-Michigan chapter; sections for Statistical Graphics, Health Policy Stats, Quality and Productivity, and Survey Research Methodology. Appointed as the Publications Officer of the Quality and Productivity Section for 2009 and section webmaster for 2010-2012.

National Association for Healthcare Quality (2005-). Served as member of editorial review board for Journal of Healthcare Quality, 2008.

Additional active memberships include the Healthcare Financial Management Association, the National Association of Healthcare Access Management and the Society of Professional Journalists.

PRESENTATIONS

- *“Audit and Productivity Assessment for Hospital Patient Access Personnel”*
American Statistical Association, Joint Statistical Meetings, Miami, FL, August 2011.
- *“Implications of Applying SPC to Revenue Cycle Operations in Healthcare”*
American Statistical Association, Fall Technical Conference, Phoenix, AZ, October 2008.
- *“Deploying SPC Approaches for Assessing Health Care Revenue-Cycle Management”*
American Statistical Association, Joint Statistical Meetings, Denver, CO, August 2008.
- *“Ethics: The (Usually) Misunderstood Contributor to a Culture of Quality”*
National Association for Healthcare Quality, San Diego, CA, September 2006.

PUBLICATIONS

Gillikin, Jason, “Interpenetrated Design.” *Encyclopedia of Survey Research Methods*. Ed. Paul Lavrakas. New York: SAGE Publications, Inc., 2008.

Gillikin, Jason, “Inclusive language.” *America Now: Short Readings from Recent Periodicals*, 5th edition. Ed. Robert Atwan. New York: Bedford/St. Martin’s, 2003. 167-172.

Substantial portfolio of hundreds of news/opinion articles for the Western Herald, and extensive Web writing for Salon.com’s technology knowledge base, USA Today’s travel site, Walden University’s Think+Up program, The Motley Fool, and the Houston Chronicle’s small-business Web portal.

SKILLS

- Proficient in SPSS/PASW, SQL-based querying environments, data mining, statistical analysis, database management, rapid-cycle redesign, statistical process capability
- Extensive copyediting, layout/DTP, image-manipulation, and Web-presence experience

SERVICE

- American Statistical Association, Quality & Productivity section, Webmaster, 2010-2012
- *Journal of Healthcare Quality*, editorial review board, 2008
- Mich. Dept. of Corrections & Diocese of Grand Rapids, volunteer chaplain, 2007-2008
- Spectrum Health, Biomedical Ethics Committee, secretary, 2005-2008
- Western Herald, board of directors, 2004-2005; WIDR 89.1-FM, board of directors, 2002-03
- Western Michigan University, Diversity Council, 2004-2005; Committee to Revise the Institutional Mission, executive committee member, 2001-2002