

Alisha Loy

University of Iowa College of Public Health & Health Care

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Work Experience

Adjunct Clinical Instructor: Executive Master Healthcare Administration- Lean/ Six Sigma in Healthcare
University of Iowa, College of Public Health 03/21-Present

- ❖ Collaboratively created course content and assignments.
- ❖ Team lectured course content using multiple learning styles.
- ❖ Provided support, guidance, and education for cohorts of adult learners.
- ❖ Provided safe learning environment and culture of inclusion.

Quality & Operations Improvement Engineer/ Quality Manager/ Operations Manager: Central Sterilizing Services

University of Iowa Health Care 08/19-Present

- ❖ Designed Quality Management System compliant to standards with multiple model incorporation.
- ❖ Contract management for subcontracted flexible endoscope reprocessing services.
- ❖ Supervision of 8 quality team members and oversight of a multisite facility quality management system.
- ❖ Coordinated and completed root cause analysis and risk assessments with liaison departments.
- ❖ Coached, mentored, and developed Central Sterilizing Service department leaders in a group and one on one; in leadership, culture improvement, Lean, and quality improvement strategies.
- ❖ Developed and implemented leadership group coaching curriculum.
- ❖ Facilitated system wide corrective action response planning.
- ❖ Facilitated Joint Commission accreditation survey responses and follow up.
- ❖ Designed, studied, and implemented multiple test methods for pandemic response.
- ❖ Designed, studied, and supported new product device development with UI Physicians.
- ❖ Developed and provided leadership and management for Pandemic Response Team with direct supervision of 15 staff in scheduling, performance management, and operational leadership.

Quality & Operations Improvement/ Lean Management Engineer: Operations Excellence Hospital Administration
University of Iowa Health Care 05/16 to 08/19

- ❖ Facilitated cross functional health care teams, mentored and developed UIHC department leaders in program design, safety, quality, and Lean process improvement initiatives.
- ❖ Implemented industry benchmarking with the use of AAMI benchmark solutions, while with the Sterile Processing Department.
- ❖ Wrote Sterile Processing policy and procedure and partnered with infection prevention and compliance departments in the creation of hospital wide policy and procedure for endoscope and ophthalmology instrumentation.
- ❖ Coordinated and completed root cause analysis and risk assessments with liaison departments.
- ❖ Participated in institutional root cause analysis.
- ❖ Mentored and coached UIHC department leaders in data analysis, data driven decision making, and identification of key performance indicators.
- ❖ Supported Vizient outcomes improvement efforts as a member of organizational committee.
- ❖ Developed and implemented CAR T Cell Therapy Program in collaboration with Bone Marrow Transplant and enterprise wide teams.
- ❖ Developed professional relationships and fostered positive department branding.
- ❖ Provided innovative solutions for standardizing Operations Excellence project selection and completion process.
- ❖ Facilitator/ Instructor for enterprise wide 2 Day Lean Training.
- ❖ Facilitator/ Instructor for Team Simulation Design & Debrief Training.
- ❖ Guest lecturer for Carver College of Medicine, Quality Improvement and Patient Safety medical elective for patient safety, patient centered care, and inclusion of patients and family members in care decisions.

*Quality & Operations Improvement Coordinator: Central Sterilizing Services
University of Iowa Health Care 02/15 to 05/16*

- ❖ Facilitated multiple process improvement projects simultaneously.
- ❖ Demonstrated data driven decision making in process improvement.
- ❖ Managed process improvement projects with the implementation of departmental work plans.
- ❖ Improved communication and relationships across partner departments.
- ❖ Created an information system test plan for use in evaluation of potential electronic tracking system changes.
- ❖ Created implementation and test plans for system changes, as an extension of macro level project management.
- ❖ Instituted project management approach to policy & procedure; creation and implementation of tray assembly performance management. Utilized project management approach as educational opportunity for professional development of co-workers.

Founder & Volunteer Chief Executive Officer TRIPP Foundation 03/10 to Present

- ❖ Developed partner relationships with stakeholders.
- ❖ Coordinated funding streams through grants and donors.
- ❖ Grant process ownership and memorandums of understanding for coordinated services.
- ❖ Created and operationalized the organizations projected and actual annual budget.
- ❖ Provided services in connection with children and families battling kidney disease; including service coordination, advocacy, mediation, crisis planning, education, and financial resources.
- ❖ Partnered with medical professionals to support treatment plans and coordinate community resources.
- ❖ Facilitated support groups in partnership with University of Iowa Pediatric Nephrology, Dialysis, & Transplant services.
- ❖ Developed and provided education for community agencies on medical services for children served within schools and communities. Teaching and presenting for audiences of tens to hundreds of learners.
- ❖ Partnered with The National Kidney Foundation in state of Iowa events.
- ❖ Management and Oversight of organizations Better Business Bureau non-profit accreditation.
- ❖ Created model for service delivery and obtained 501c3 status.
- ❖ Managed board member and volunteer involvement. Supervision and operational direction of 8 volunteer board members and events with 50 volunteers.
- ❖ Development and implementation of multimodal marketing strategy.
- ❖ Developed record management system through partnership with Salesforce.

Continuous Quality Improvement Specialist Family Resources, Davenport, IA 01/06 to 02/15

- ❖ Created quality management systems for review and performance management.
- ❖ Worked with program managers regarding compliance with industry standards and best practice.
- ❖ Educated directors and program managers on funding sources, service delivery requirements, documentation requirements, and best practice standards.
- ❖ Problem solved challenging and critical situations.
- ❖ Managed client complaints through follow up, corrective action, and closure.
- ❖ Provided oversight for information requests to ensure HIPPA requirements were met.
- ❖ Managed the system transition for de-bundling state and federal service dollars.
- ❖ Contract management and development of multiple service lines and RFP contractors.
- ❖ Created and implemented a transferable service system for a new program design.
- ❖ Operational leadership and supervision of 20 skill development staff and hundreds of client cases for remedial service program during system development and transition.
- ❖ Designed, implemented, and supervised the training program for new and transition hires.
- ❖ Analyzed data and presented findings for agency implementation of a data outcome/ impact driven culture.
- ❖ Reported to external contract monitors; organized and facilitated contract reviews and accreditations.
- ❖ Developed professional relationships and fostered positive agency branding with external reviewers.
- ❖ Oversight and Coordination of internal case record review system for all service areas.
- ❖ Utilized data to drive process improvement projects.
- ❖ Program analyst and team support for Rape Sexual Assault/ Domestic Violence Program.
- ❖ Electronic client record system administrator.

Independent Contractor *Primerica Financial Services, Bettendorf, IA* *06/02 to 12/12*

- ❖ Hired and Coached individuals for company expansion.
- ❖ Educated families and corporations in finance and asset management concepts.
- ❖ Implemented financial solutions through product sales to achieve full range of customer goals.
- ❖ Created and presented educational training through private and public presentations.
- ❖ Presented in Money Management, Corporate Overview, and Corporate 401(k) presentations.
- ❖ Review and assessment of financial contracts.
- ❖ Developed financial contracts for individuals and corporations.
- ❖ Completed financial needs analysis and budget coaching.

Program Supervisor *Family Resources, Davenport, IA* *01/01 to 06/02*

- ❖ Program operational oversight for a secure dual diagnosed substance abuse program with 20 staff members with 24-hour service support.
- ❖ Facilitated group and individual counseling.
- ❖ Developed and implemented policy and procedure.
- ❖ Coordinated documentation to meet and exceed licensing requirements.
- ❖ Created and implemented training systems for staff instruction in accordance with standards.
- ❖ Testified in court settings.
- ❖ Created and Managed the program budget with operational oversight and accountability.

Presentations/ Publications/ Posters/ Accomplishments

- ❖ Co-Presenter UIHC PIMMI Conference: “Children’s Hospital Emergency Events Review: Annual Data, Case Review & Parent Perspective”; 09/2015
- ❖ UIHC Family Faculty Presenter: Patient & Family Centered Care; as requested
- ❖ UIHC Let’s Talk Patient Safety: “Lapses in Communication: A Mother’s Patient Safety Story”; 04/2016
- ❖ UIHC Patient Safety Week: “MOR: Patient Safety—Patient/ Parent Perspective”; 03/2017
- ❖ UIHC Quality Symposium: “A Patient & Parent Perspective: Beyond the Medicine”; 10/2017
- ❖ Invitation to co-present International Simulation in Healthcare 2018: “Frames Matter”; 01/2018
- ❖ UIHC Quest Newsletter: Author “The Power of Interdisciplinary Problem Solving”; 03/2018
- ❖ Carver College of Medicine: Guest Lecturer “Quality & Safety Elective”; 05/2018
- ❖ Minnesota Chapter of IAHCSSM: “A Patient & Parent Perspective: Beyond the Medicine”; 10/2018
- ❖ UIHC Quality Symposium: “A Quality & Lean Foundation for “Cancer’s Miracle Cure”; 11/2018
- ❖ Invitation to co-present International Simulation in Healthcare 2019: “Frames Matter”; 01/2019
- ❖ UIHC Masters Healthcare Administration: Guest Lecturer Quality Improvement in Healthcare; 02/2019
- ❖ Biology of Blood and Marrow Transplantation; “A Quality and Lean Foundation for "Cancer's Newest Miracle Cure", Volume 25, Issue 3, Supplement, March 2019, Pages S417-S418
- ❖ Iowa School Nurse Organization: “Common Kidney Concerns”; 04/2019
- ❖ Carver College of Medicine: Guest Lecturer “MED:8405 Leadership for Future Physicians”; 04/2019
- ❖ Iowa Lean Consortium: Healthcare Exchange “A Quality & Lean Foundation for “Cancer’s Miracle Cure”; 08/2019
- ❖ National Cancer Registrars Association: Journal of Registry Management “Holden Comprehensive Cancer Center: Oncology Registry Quality Management System and Waste Reduction”, Summer 2019, Volume 46, Number 2
- ❖ UIHC Quality & Safety Symposium: “Conversations in Just Culture”; 11/2019
- ❖ SPOT Award winner; UIHC Executive Leadership; 05/2020, 12/2020
- ❖ Pediatric Palliative Care Conference: “The Work is in the Words”; 11/2020
- ❖ Pandemic Response Special Recognition; 01/2021
- ❖ Carver College of Medicine: Guest Lecturer “MED:8405 Leadership for Future Physicians”; 04/2021
- ❖ AAMI Exchange; “Quality Together: A Team & Individual Professional Development Guide”; 06/2021
- ❖ AAMI Exchange; “Pandemic Planning Workshop: Learn & Practice Planning-Recommendations”; 06/2021
- ❖ #IFUcan, LinkedIn; “Why is cleaning validation important: IFU standards, validation make more of a difference than just IFUs alone”; 10/2021

Abstracts/ Poster Presentations:

- Association for the Advancement of Medical Instrumentation 04/2016:
 - University of Iowa Hospitals & Clinics: Da Vinci XI Implementation Project
 - Seeing Eye to Eye: A House Wide Collaborative Process Standardization for Ophthalmology Instrumentation
 - The Whole Cycle- A Collaborative Process Improvement & Standardization Project for Flexible Endoscopes
- Evidence Based Practice 04/2016:
 - Surgical Services Flexible Endoscope Standardization from Point of Use through Reprocessing and Return to Point of Use
- International Association of Healthcare Central Service Materiel Management 04/2016:
 - Da Vinci XI Implementation Project
 - The Whole Cycle- A Collaborative Process Improvement & Standardization Project for Flexible Endoscopes
- UIHC Quality Symposium 04/2016:
 - Seeing Eye to Eye: A House Wide Collaborative Process Standardization for Ophthalmology Instrumentation
 - The Whole Cycle- A Collaborative Process Improvement & Standardization Project for Flexible Endoscopes
- UIHC Quality Symposium 10/2017:
 - Holden Comprehensive Cancer Center: An Improved Approach to Patient Clinic Intake
 - Holden Comprehensive Cancer Center Infusion Scheduling & Workflow Improvement with the Use of Simulation & Lean Management
- World Federation for Hospital Sterilisation Sciences; Bonn Germany 10/2017
 - Sited as Industry Standard of Excellence; DaVinci XI Implementation Project
- Commission on Cancer 09/2018
 - Holden Comprehensive Cancer Center: Infusion Scheduling & Workflow Improvement Using Simulation & Lean Management
 - Holden Comprehensive Cancer Center: Oncology Registry Quality Management System and Waste Reduction
- Transplantation & Cellular Therapy Meetings of ASBMT & CIBMTR 02/2019
 - A Quality and Lean Foundation for “Cancer’s Newest Miracle Cure”
- National Cancer Registrars Association 05/2019
 - Oncology Registry Quality Management System and Waste Reduction

Professional Organizations

- ❖ Association for the Advancement of Medical Instrumentation (AAMI) Sterilization Standards Committee Member; representation in 5 working groups. Involved in writing and revising sterilization standards, involving quality management systems and sterile processing guidance, 2017 & Committee Member.
- ❖ The Institute for Clinical and Translational Science Community Advisory Board, Emeritus Board Member.
- ❖ 3M Device Reprocessing Leadership Council, Representative, Current.

Activities

- ❖ Chair National Kidney Foundation QCA Kidney Walk- May 2015
- ❖ University of Iowa: Former Board Committee Family Faculty
- ❖ Mississippi Valley Regional Blood Center- Former Speaker / Presenter
- ❖ University of Iowa: Former Committee Member for Family Advisory Council
- ❖ University of Iowa: 2018, 2019 Quality & Safety Symposium Planning Committee
- ❖ University of Iowa: SFCH Quality Council-Family Representative-Current

Education

Master of Business Administration, Current Enrollment (2019-2022), University of Iowa, Iowa City, IA.

Bachelor of Science, Psychology May 1999, Iowa State University, Ames, IA.

Lean Six Sigma, Black Belt, July 2020, Iowa Quality Center.

Iowa and Illinois Certification: Sexual Assault & Domestic Violence Counselor.

Previously Licensed: Life/ Health Insurance, Variable Annuity and Securities.

International Association of Healthcare Central Service Materiel Management, Certified Registered Central Service Technician, October 2016-Present.

UIHC Executive Leadership Academy: September 2018- May 2019.