

Jennifer Renee Hunt, MPH, CMRP (AHA-CC), RHA/ACLFA

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Education & Advanced Training

- 2019 **Certified Psychometrist (ANAM)**, United States Army
- 2016 **Residential Home for the Aged/Assisted Care Living Facility Administrator (RHA/ACLFA)**, Department of Health, State of Tennessee. Certification number: 2756.
- 2014 **Silver Lean Certification**, The University of Iowa, CEU Credits: General Credits: 3.20 units/32 hours
- 2014 **Certified Materials and Resource Professional (CMRP)**, American Hospital Association/Association for Healthcare Resource and Materials Management. Certification number: 2201.
- 2013 **Bronze Lean Certification**, The University of Iowa, CEU credits: General Credits 1.95 units/19.5 hours
- 2013 **Green Lean Certification**, Simpler Business Systems, Credits: General Credits: 4 hours
- 2011-2012 **HITECH Workforce Training Program Certificate**, Walters State Community College, Concentration: Implementation Managers.
- 2009-2010 **Master's in Public Health**, East Tennessee State University, Concentration: Health Service Administration. Overall GPA: 3.642
Accreditation: Council on Education in Public Health (CEPH)
- 2003-2008 **Bachelor's of Science Degree in Public Health**, East Tennessee State University, Concentration: Health Care Administration; Minor: Marketing
Overall GPA: 3.5; graduated Cum Laude
Accreditation: Council on Education in Public Health (CEPH)

Military Experience

- 1st Lieutenant, Public Health Officer:** 134th Medical Group, 134th Air Refueling Wing, Tennessee Air National Guard, 6 December 2018-present

Experience

MPH Program Coordinator and Academic Advisor: *Office of the Dean*, College of Public Health, East Tennessee State University, December 2018-present. Direct Report: Dr. Colin Chesley

- Advise and mentor graduate students in the Master of Public Health program
- Oversee graduate field presentations
- Advise departments on graduate curricular revisions
- Provide administrative services including:
 - Management of comprehensive exams
 - New student orientation
 - Program applications

- Responsible for graduate student recruitment and retention
- Responsible for graduate student data management and coordination of admission
- Faculty, Lecturer:** *Department of Health Services Management and Policy, College of Public Health, East Tennessee State University, January 2015-present, Department Chair: Dr. Amal Khoury*
- **Reporting responsibility:** Directly oversee work activities of assigned Graduate Assistant(s) and/or Tuition Scholar(s)
- Honors undergraduate thesis mentor
 - Gabriela Coronel, 2015-2017 “*Long-Term Sustainment of Rapid Improvement Events; A Case Study in ‘Room Readiness’*”
- Serve as Faculty Advisor for the College of Public Health’s Student Council (2016-current)
- Serve on Undergraduate (BSPH) Operations Committee (2017-current)
- Serve on Search Committee for Executive Aide (2017)
- Serve on the College of Public Health Recruitment & Retention Committee (2018-current)
- Coordinate logistics of department’s monthly professional development program, Breakfast with the Experts (BWE)
 - Create and maintain Desire2Learn section of program, offered to online students
 - Coordinate and manage morning set up, student tracking, online student program engagement, end of program evaluation data collection and analysis
- Courses Taught:
 - *HSMP 5050: Health Care Accounting and Finance (Graduate Level)*
 - Course focused on the most important accounting and financial management principles and concepts relevant to health services and public health organizations.
 - *HSMP 4120: Current Issues II (Undergraduate Level)*
 - Course examines emerging topics related to the U.S. healthcare system. The course takes a systems approach in identifying issues and challenges confronting an integrated healthcare delivery system in the United States, examining the causes of and formulating reasonable solutions emerging problems.
 - *HSMP 3600: Quality and Utilization Assurance (Undergraduate Level)*
 - Course explores the issues related to quality, utilization, and risk management and the administrator’s role in developing an environment which supports institutionalization of these concepts. Other topics include patient and organization safety, risk management and legal and ethical considerations applicable to public health and health service delivery professionals.
 - *HSMP 3220: Strategic Planning in Health Care (Undergraduate Level)*
 - Course focused on health systems in the United States and other countries, with emphasis on such management issues as the ability to deliver health-related services, their cost and their operations within a legal framework. Included in the topics are discussions of such major developments as prepaid group practice, managed care, national health insurance, planning for health care and an overview of the issues associated with these developments.
 - *HSMP 3200: Health Services Administration (Undergraduate Level)*

- Course reviews and prepares students to understand the components of health care in the United States and the principle delivery systems used in their provision. Organizational theory and design are discussed and evaluated in light of past and present health services systems. The course provides an understanding of health care financing and its impact on access to and delivery of health care to different populations.
 - *HSMP 2100: Health Systems (Undergraduate Level)*
 - This course focuses on the organization of health systems in the United States and abroad. Emphasis will be placed on examining various aspects of the financing, management, and legal framework for the delivery of health/public health services. Specific topics for discussion will include the historical context of the U.S. healthcare system, government's role in health care, public health and healthcare, insurance, healthcare ethics, mental health, information technology, and healthcare reform.

Coordinator, Health Care Management Certificate Program (Graduate Level):

Department of Health Services Management and Policy, College of Public Health, East Tennessee State University, January 2015-present, Department Chair: Dr. Amal Khoury

- Advise enrolled HCMC program students on course of study plan and future matriculation of their educational coursework in the HCMC and transference to the Master of Public Health (Health Service Administration) Program
 - Conduct continual process improvement efforts for the HCMC program in regards to advising, registration, and emergent student issues
- Assist prospective students through the application process to the HCMC program
- Review and render decisions on admission or denial to the HCMC program
- Oversee student's Program of Study and ensure timely completion and submission to the ETSU School of Graduate Studies
 - Maintain a working relationship with the Graduate Program Specialist
- Create and implement student tracking database
- Lead recruitment efforts for prospective student applications to the Health Care Management Certificate (HCMC) program, Certificate of Public Health (CPH) program, Master of Public Health (MPH) Health Services Administration program, and Doctorate of Public Health (DrPH) Health Services Administration program
 - Create and maintain relationships with local health care organizations and coordinate recruitment visits to facilities
 - Track and maintain effectiveness of recruitment efforts
 - Lead follow up efforts with prospective interested students
- Oversee and manage logistics of department's social media outreach efforts
- Create, update, and oversee Desire2Learn section for Health Care Management Certificate students

Adjunct Faculty, Instructor: *Department of Health Services Management and Policy, College of Public Health, East Tennessee State University, June 2014-July 2014, Department Chair: Dr. Amal Khoury*

- Courses taught:
 - *HSMP 2100: Health Systems*

- Course focused on health systems in the United States and other countries, with emphasis on such management issues as the ability to deliver health-related services, their cost and their operations within a legal framework. Included in the topics are discussions of such major developments as prepaid group practice, managed care, national health insurance, planning for health care and an overview of the issues associated with these developments.

Core Team Member II: *Value Optimization System*, Mountain States Health Alliance, Johnson City, TN, February 2013-January 2015; Director: Brent Cummings; Ending salary: \$39,074.88

- Support the SITE VOS Leader and Site Steering Committee in implementing a vision that effects positive changes in patient care, including:
 - Implementing tactical strategies to achieve the desired vision
 - Executing against long and short-term objectives to support the value stream's goals
 - Working with site personnel to identify, address, and eliminate process related obstacles
 - Assisting in the change of systems/processes as required in support of the LEAN initiatives
- Act as a change agent to bring about improvements in patient care processes through the active support of and participation in planned Rapid Improvement Events; includes:
 - Supporting event planning and preparing necessary
 - Participating in, co-facilitating or facilitating projects, events and do-it's
 - Participating in gemba walks and coaching employees
 - Providing necessary training specific to LEAN Transformation tools and methodology (under the guidance of the Site Leader or plant Coach)
 - Following up on action plans
 - Assisting all teams as needed to ensure improvements are made and sustained
- Support the launch of all activities needed to incorporate LEAN Transformation into the site culture; includes:
 - Assisting in identifying on-going training needs
 - Supporting communication of the direction of LEAN Transformation initiatives to all site employees.
- To track all changes/improvements made to provide site-level Leadership/Management the assurance that changes are effective and lasting, includes:
 - Examining and evaluating the areas after improvements are implemented
 - Posting/updating results to the Mission Control Center boards
 - Reviewing new procedures/controls and appraising the efficiency and effectiveness of operations, and working with Site LEAN Leader Department Managers and Supervisors to resolve any issues that might arise during implementation and/or maintenance phases

Senior Procurement Specialist: *Corporate Purchasing*, Mountain States Health Alliance, Johnson City, TN, October 2010-February 2013; Director: Ken York; Ending salary: \$38,688.00

- Buyer experience for Johnson City Medical Center, Quillen Rehab Hospital, Johnson County Health Center, Norton Community Hospital, Dickinson Community Hospital, Franklin Woods Community Hospital, Home Health, Smyth County Community Hospital, and Medical Capital Equipment
- Perform duties necessary to support the purchasing activities of Mountain States Health Alliance
- Conduct strategic sourcing, price negotiations, and employee supervision of procurement specialists and buyers
- Participate in cross-functional teams to maximize product standardization to drive down total cost of ownership
- Develop and achieve cost reduction goals through effective supplier selection and negotiation
- Develop requests for quotations (RFQ's) and proposals, analyze supplier responses, negotiate and award contracts, and manage post-award supplier activities
- Identify and report cost savings for assigned commodities to management
- Work closely with all members of materials management team to ensure lowest total cost of ownership throughout the supply chain, including freight cost analysis
- Work on special projects such as EDI to maximize supply chain effectiveness
- Maintain a working knowledge of both GPO (Group Purchasing Organization) and locally negotiated contracts
- Involved in negotiations with vendors and staff and promote contracts and arrangements
- Conducted Requisition Self Service (Lawson) Training classes

Project Manager: *Emergency Preparedness Learning Module*, College of Public Health, East Tennessee State University, Johnson City, TN, December 2008-May 2009; Manager: Mike Stoots

- Assist Dr. Mike Stoots with the creation and facilitation of the Emergency Preparedness Learning Module (EPLM).
- Researched and created PowerPoint presentations covering topics of First Aid, CPR/AED use, and Emergency Preparedness.
- Coordinated site visits for trainers at rural high schools to implement the EPLM into the health sciences class
- Oversaw operations of the grant project
- Taught and certified high school participants in CPR/AED and First Aid

Research Assistant: *Rural Domestic Preparedness Consortium*, Department of Homeland Security, East Tennessee State University, Johnson City, TN August 2008-August 2009; Manager: Bruce Behringer

- Assist Bob Acuff (project director) and Dr. Gregg Marion (project consultant) with developing a rural preparedness course to be used as a training program for newly elected mayors, executives, and judges in the management of natural and CBRNE disasters.
- Identify the range of training structures and strategies for newly elected officials.
- Define learning objectives and methodologies for existing disaster preparedness courses for elected officials.
- Collect and review reports of state training programs
- Attend and assist in conduct of state focus groups: organize logistics, videotape groups, and assist in extraction of ideas

- Assist Dr. Greg Marion with the facilitation of focus groups municipal leagues of Virginia, Arkansas, and Ohio.

Activities/Offices Held

- Work Involvement
 - East Tennessee State University
 - Board Member, Museum at Mountain Home (2015-current)
 - College of Public Health Recruitment & Retention Committee (2018-current)
 - College of Public Health Educational Excellence Committee (2018-present)
 - College of Public Health Undergraduate Program Operations Committee-HSMP Representative (2017-current)
 - ETSU Mobile App (Portal) Advisory Council (2018)
 - ETSU Student Veteran's Success Committee Member (2018-current)
 - Green Zone (GZ) Training Committee (2018-current)
 - Faculty Representative & Advisor, College of Public Health Student Council (2016-current)
 - Information Technology Council-Academic Technology Subcommittee-College of Public Health Representative (2017-current)
 - INtopFORM-ETSU's *Quality Enhancement Plan*
 - Program of Study Participant (*College of Public Health-Bachelor of Science in Public Health*) (AY 2016-2017)
 - Faculty Fellowship (AY 2017-2018)
 - Lamb Hall Renovation/Addition Workgroup (2018)
 - Medical Group Management Association Scholarship Selection Committee (2016-current)
 - Mountain States Health Alliance/Johnson City Medical Center
 - ACT Committee
 - Aspiring Leader Program
 - Catheter Associate Urinary Tract Infection (CAUTI) Taskforce-JCMC
 - Central Line Associated Blood Stream Infection (CLABSI) Taskforce-JCMC
 - OWL (online wellness link) data entry and program support
 - Patient Centered Care (PCC) Committee
 - Team Member Advisory Group (TMAG)
 - Value Analysis Team
- Community Involvement
 - American Association of University Professors
 - TN State Chapter Secretary (2018-2020)
 - American Council on Education
 - ACE Faculty Evaluator (2018-present)
 - Blue Star Families
 - East Tennessee Alpha Delta Pi Alumnae Association
 - President (2010-2012)
 - Jonesborough Elementary School Parent Teacher Association (2017-current)
 - Johnson City Senior's Center
 - National Institute on Senior Center's Accreditation work group (2018-2019)

- Junior League of Johnson City
 - Assistant Treasurer
 - Treasurer
 - Board Member
- Public Health Practice Advisory Committee at East Tennessee State University
- Tennessee Center for Performance Excellence
 - Board of Examiners (2016)
- Tennessee Public Health Association
 - Membership Committee (2018)
 - Scholarship Committee (2018)
- Tennessee Public Health Volunteer

Professional Associations

- Association for Healthcare Resource and Materials Management (AHRMM)
 - 2014-2015 Chapter Relations Committee
- American Association of University Professors (2018)
 - Tennessee state chapter Secretary (2018-2019)
- Tennessee Center for Performance Excellence (TNCPE) Board Examiner (2016-2017)
- Tennessee Public Health Association (2015-current)

Conferences Attended

- Annual Southeastern Interprofessional Education Conference (2015, 2016, 2017)
- Conference on Higher Education Pedagogy (2017, 2018, 2019)
 - Pre-conference Workshop, Topic: *Teaching Naked Techniques: A Practical Workshop to Designing Better Classes, facilitated by Mr. Eddie Watson, Associate VP for Quality, Advocacy, and LEAP Initiatives, Association of American Colleges & Universities* (2019)
- Conference for High-Impact Instructional Practices (2018)
- Community of Practice for Public Health Improvement Open Forum for Quality Improvement in Public Health, National Network for Public Health Institutes (2016)
- IDEAcademy (2016, 2017)
- Northeast Tennessee-Southwest Virginia Regional Population Health Forum (2017)
- Pal's Business Excellence Institute TNCPE Sharing Day (2016)
- POGIL Southeast Regional Workshop (2015)
- Tennessee Public Health Association (2007, 2008, 2015)
- Tri-Cities Quality Forum (2015)

Publications

- **Hunt, JR**, Ouellette KJ, Reece MC. (2018) Using Lean to Enhance Heart Failure Patient Identification Processes and Increase Core Measure Scores. *Journal of Nursing Care Quality*, 1. doi:10.1097/ncq.0000000000000330.
 - Article also selected for Continuing Education credit by the *Journal of Nursing Care Quality and Featured Video Abstract*
- Fletcher, Andrew MD; Luzzi, Olivia MPH; and **Hunt, Jennifer R. MPH, CMRP, RHA/ACLFA** (2017) "Resources Management: Efficient Utilization of Blood Transfusion: Lessons from the Blood Bank," *Tennessee Medicine E-Journal*: Vol. 3: Iss. 2, Article 9. Available at: <http://ejournal.tnmed.org/home/vol3/iss2/9>

Poster Presentations

- Colin Chesley, Jennifer Barber, Bethany Flora, **Jennifer Hunt**. Organizational Culture, Congruence, and Effectiveness at Tennessee Institutions of Higher Education Before the Implementation of the FOCUS Act. Poster session presented at: Joint Meeting of Academic Business World International Conference & International Conference on Learning and Administration in Higher Education. 2018 May 24-25; Nashville, TN.
- Kimberly Jessee, Ron Auvil, **Jennifer Hunt**. Utilizing Lean Methods to Improve the Charge Capture Process at a Regional Medical Center. Poster session presented at: Merging Academics and Practice through the Clinical Experience. 3rd Annual Southeastern Interprofessional Education Conference. 2017 April 20-21; Pigeon Forge, TN.
- **Jennifer Hunt**, Kelli Jo Ouellette, Ginny Kidwell. Utilizing Lean & A3 Methodologies to Enhance the Congestive Heart Failure Patient Process Identification & Increase CHF Core Measure Scores at a Regional Medical Center. Poster session presented at: Open Forum for Quality Improvement in Public Health. The community of Practice for Public Health Improvement, National Network of Public Health Institutes. 2016 April 7-8; Indianapolis, IN.
- **Jennifer Hunt**, Kelli Jo Ouellette. Bringing Failure to the Top: Utilizing Lean & A3 Thinking Methodologies to Enhance the Congestive Heart Failure Patient Process Identification & Increase CHF Core Measure Scores at a Regional Medical Center. Poster session presented at: Health By Design: Inspiring New Perspectives. Tennessee Public Health Association. 2015 September 9-10; Franklin, TN.
- **Hunt J**, Ouellette KJ. Bringing Failure to the Top: Utilizing Lean & A3 Thinking Methodologies to Enhance the Congestive Heart Failure Patient Process Identification & Increase CHF Core Measure Scores at a Regional Medical Center. Poster session presented at: Improving Outcomes for Patients with Multiple Chronic Conditions. 1st Annual Southeastern Interprofessional Education Conference. 2015 June 11; Pigeon Forge, TN.

Awards/Honors

- Career
 - **Community**
 - *The Business Journal of Tri-Cities Tennessee/Virginia Class of 2018 40 Under 40*, October 2018
 - **East Tennessee State University, College of Public Health**
 - *Center for Teaching Excellence Featured Teacher*, February 2019
 - *Recognition in Teaching Award*, 2017
 - *Teaching Incentive recipient*, 2017, 2018
 - **Mountain States Health Alliance: Quality Awards**
 - *Level V: Quality Impact*: A Level V project demonstrates levels I-IV criteria **and** has significant measurable improvement impacting more than one department, facility, Pillar of Excellence, or all of Mountain States Health Alliance
 - Level V Quality Impact Recipient, “Bringing Failure to the Top”, February 2015
 - *Level IV: Quality Implementation*: A Level IV project demonstrates implementation with improvement well beyond the baseline level, at or near target, and a strong likelihood of continued success by having a mechanism in place for continuous monitoring of the new process or problem solution.
 - Level IV Project Quality Implementation Recipient, “Home Medication Reconciliation at JCMC”, February 2015

- Level IV Project Quality Implementation Recipient, “Pharmacy Gains from Getting LEAN”, April 2014

Grants

East Tennessee State University, Presidential Grant-in-Aid, *Pal’s Business Excellence Institute (BEI) LEAN for Service and Healthcare course*. J.R. Hunt and \$572.00. 2016.

East Tennessee State University, Presidential Grant-in-Aid, *Tennessee Center for Performance Excellence (TNCPE) Examiner Training 3-day Workshop*. J.R. Hunt and \$300.00. 2016.

East Tennessee State University, Presidential Grant-in-Aid, *Process Oriented Guided Inquiry Learning (POGIL) 2-Day Regional Workshop*. J.R. Hunt and \$627.00. 2015.

Carefusion, “*The Missing Link: Using Medication Reconciliation Technicians to Improve Home Medication Reconciliation Accuracy for Patients Admitted to the Hospital from the Emergency Department*”. J. Rushing (PI), J.R. Hunt, C. Allen, M. Crawford, B. Salyer, C. Brickey (Co-PI) and \$50,000. 2014.

Medtronic Foundation, HeartRescue Grant. *Emergency Preparedness Learning Module, CPR/AED program (re-submit)*. J.M. Stoots (PI) and J.R. Hunt (Co-PI). 2009.

Medtronic Foundation, HeartRescue Grant. *Emergency Preparedness Learning Module, CPR/AED program*. J.M. Stoots (PI) and J.R. Lunsford (Co-PI) and \$15,000. 2008.

Computer Skills and Certification

LEAN for Service & Healthcare Certificate of Achievement (Pal’s BEI), Simpler™ Silver Certification in Lean; Simpler™ Bronze Certification in Lean; Simpler™ Green Certification in Lean; CPR/BLS/AED certified; Adobe InDesign CS5.5; Microsoft: 365, Word, Excel, Outlook, PowerPoint, SharePoint, Publisher; Lawson Insight software