

**Barbara Wall, JD – Hagen Wall Consulting**

## PHILOSOPHY STATEMENT

**My Belief:** Health plans and other commercial payers are shifting to Value Based Purchasing. Demonstrated success in clinical performance measures is the foundation of this reimbursement approach. Physician practices that change processes to improve clinical outcome measures and increase practice efficiency will maximize reimbursement under this payment method. I can guide health care organizations through this process change and help them to establish integrated relationships with Value Based Purchasers.

**Approach:** Collaborative and inclusive – team based solution development.

## AREAS OF EXPERTISE/RESULTS

- Process improvement and redesign; identifying opportunities to improve processes in all aspects of healthcare organizations
- Developing and negotiating strategic alliances
- Assessing new approaches and business development opportunities
- Education, project planning and oversight; integration of decision support tools and best practices; evaluation of outcomes
- Change management support
- Development of user training programs

## EXPERIENCE / SELECTED PROJECTS

- Project to integrate a health plan's care management operations with Medical Home practices: Identified care gaps in physician practice procedures and developed solutions; Integrated health coaching support for high cost patients.
- Project to improve chronic disease outcome measures: Analyzed processes to introduce disease registries and population reporting; Identified best practices in new office staff roles, patient recall systems, patient teaching, and improved clinical outcome measures.
- A hospital expansion and organizational restructuring project: Facilitated changes in the roles of physicians and direct patient care staff; Organizational changes provided greater staffing flexibility to hospital administration; Changes introduced current best practices in expanding patient care units.
- A customer service improvement project for ambulatory care settings: Assessed office work flows, reimbursement coverage, Electronic Medical Record reporting capabilities and physician-patient communication; Improved patient experience and reduced waiting time for office and urgent care visits; Analyzed technology requirements of "build versus buy" options; Improved patient satisfaction and reduced write-offs for non-covered services.

## CREDENTIALS

- J.D., Loyola University, Law, Dean's List
- A.D., University of North Carolina, Nursing
- B.S., University of Kentucky, Health Administration, with Honors
- Member, Puget Sound Health Alliance

## SELECTED CLIENTS

- Regence BlueCross BlueShield
- CarenaMD
- Oregon Public Employee's Benefit Board
- Washington State Quality Award

Contact the Alliance at 206-616-8461 OR [alliance@u.washington.edu](mailto:alliance@u.washington.edu).