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## SUSAN L. MADDEN, MS

**VICE PRESIDENT**  
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Susan draws on her more than twenty years of experience with private, government, and non-profit health care organizations to provide expertise in data analysis, strategic planning, and project and hospital management for her consulting clients at Press Ganey. Susan has worked with large databases—including clinical, financial, and claims data—and has overseen the implementation of business intelligence, and analytic and reporting tools to improve access to real-time data. Throughout her professional career, Susan has developed her health care expertise through a number of professional avenues:

- As manager of clinical data policy and analysis at the Massachusetts Division of Health Care Finance and Policy, Susan was responsible for the clinical data submitted quarterly by all Massachusetts acute care hospitals, ensuring the quality of the data and integrity of the database and overseeing the development of new analytic approaches and reporting for the hospital industry, government, and payors.
- Susan also implemented the new, free-care-eligibility determination process in Massachusetts including coordinating data systems with MassHealth (Medicaid), developing analytic tools to track the impact of changes, and providing presentations, documentation, and training to hospitals, community health centers, and industry groups in the state.
- As a senior consultant at John Snow, Inc., a public health consulting firm, Susan led projects in program development and assessment, strategic planning, and hospital financial analysis.
- As a medical and public health writer, Susan developed teaching cases for the strategic planning course in the Executive Education program for mid-career physicians at the Harvard School of Public Health.
- In 2000, Susan published *The Premie Parents' Companion: The Essential Guide to Caring for Your Premature Baby in the Hospital, at Home and Through the First Years* (Harvard Common Press, Boston, MA; 2000).