



## Ann P. Bailey, MBA

Director, Strategic Consulting

Ann has worked in the health care industry for more than 25 years and has developed expertise in the areas of organizational culture and learning, patient and staff safety, clinical and operational improvement and community health improvement. Prior to joining Press Ganey in 2016, Ann led her own health care consulting practice where she worked directly with numerous health care providers and associations on a variety of projects aimed at improving organizational performance. She has developed, delivered and managed a number of educational and knowledge-sharing programs for both frontline staff and health care executives.

Examples of Ann's previous work with health care organizations include:

Through facilitation of a group of regional and national executives, designed a process for identifying and sharing leading practices in clinical and operational activities in member hospitals, which became the foundation for a major health care organization association's successful leading practice electronic platform.

Directed and facilitated a virtual learning program curriculum for frontline hospital staff on CMS focus areas to achieve performance improvement for all participants.

Co-designed and implemented a first-of-its-kind educational and networking program in safety leadership for hospital Chief Executive Officers. This project included managing the \$2.85m grant and a virtual team that delivered the program via small peer networks with a combination of face-to-face and virtual sessions. Of the 120 CEOs that participated in the program, 92% reported an increase in safety leadership confidence.

Prior to her independent consultancy, Ann worked as Director of Commissioning for the Kensington & Chelsea Primary Care Trust, National Health Service, in London, England where she was responsible for commissioning and performance managing health care services for a population of 190,000. Ann worked for 12 years for VHA in clinical improvement and community health improvement. She also worked for two of the VHA area offices, primarily focusing on performance improvement.

Ann holds a Bachelor of Arts degree in economics from Colby College and a Master of Business Administration degree with a concentration in Health Care Management from Boston University. Ann recently received a graduate certificate in Dispute Resolution and Conflict Management at the Southern Methodist University. She is a certified mediator in the state of Texas.