

Ann L. Johnston, EdD, MHA, FACHE

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EXPERIENCE:

Assistant Professor and Director, MHA Program

2016 - Present

Department of Health Policy and Management
Richard M. Fairbanks School of Public Health
Indiana University
Indianapolis, IN

Manage 2-year Master of Health Administration (MHA) program with responsibilities for teaching, mentoring students, collaborating on research, networking with the practice community, ensuring appropriate program oversight and continuous quality improvement.

- Led faculty in detailed curriculum review and implemented changes based on faculty, student, alumni, and practitioner input
- Re-formatted the admissions interview process to better engage applicants, students, and alumni
- Developed two new courses that were launched in Year 1 and Year 2

Director of Professional Development and Continuing Education

2011 – 2016

Department of Health Administration
Virginia Commonwealth University (VCU)/Medical College of Virginia (MCV)
Richmond, VA

Managed one year required residency program for the Master of Health Administration program; collaborated with healthcare organizations to meet continuing education needs of working physician leaders and executives

- Developed and implemented new continuing education curriculum; \$75k contribution margin in Year 1
- Collaborated with VCU School of Business to develop and deliver new MBA Healthcare concentration
- Team member contributing to the development of a leadership curriculum for medical school students as part of CMS demonstration grant

Vice President

2010 – 2011

High Point Regional Health System, High Point, NC

Administrative leader for Imaging, Laboratory, Pathology, Outpatient Rehabilitation Services, Medical Fitness Center, Pharmacy (in-patient and retail), Respiratory Therapy, Nutritional Services, and Environmental Services departments for 385-bed, not-for-profit, community health system; 490 FTEs and \$54.2 million budget responsibility

- Initiated volume analysis study to understand eroding out-patient volumes
- Developed and implemented out-patient growth plans yielding 3% growth in the first quarter
- Executive leader and sponsor for inaugural service excellence initiatives

Chief Operating Officer/Vice President Operations**2007 – 2010**

Columbus Regional Healthcare System, Whiteville, NC

Administrative oversight for hospital operations; developed and maintained strong physician relationships for 154-bed community health system including physician network; responsibility for 198 FTEs and \$22 million budget; Emergency Department, Out-patient Cancer Care Center, Imaging, Laboratory, Pharmacy, Cardiac, Respiratory, Rehabilitation Services, Facilities Management, Bio-medical Engineering, Nutritional Services, Environmental Services/Laundry, Hospitalists, and Physician Network.

- Initiated emergency department turnaround; improved and sustained core measure scores to 100%; improved patient satisfaction from 0th percentile to 84th percentile over two-year period
- Executive leader and sponsor for implementation of Emergency Department electronic health record
- Negotiated food service, clinical engineering, and support services management agreements with savings of \$1 million over three years

Consultant**2001 – 2007**

AJ & Associates, Gainesville, GA

Self-employed consultant, providing expertise in strategic planning and new business development

Partial Client List:

- **Piedmont Healthcare** – Atlanta based regional healthcare system with 809 acute care beds (four hospitals), 567-member physician network
- **West Georgia Health System** – Regional healthcare system anchored with a 276-bed acute care facility, 150-bed skilled and intermediate nursing facility, 116-bed nursing home, home care, dialysis, and cancer care

Chief Operating Officer**1993 – 2001**

HCA Lanier Park Hospital, Gainesville, GA

- Led operations planning and construction of 10-bed patient-centered LDRP unit; exceeded business plan revenue and expense projections; maintained an average occupancy rate of 75% from month two forward
- Certified as Trainer and Train the Trainer; led cultural transformation grounded in process improvement

EDUCATION, CREDENTIALS, AND CERTIFICATIONS:**Doctor of Education (EdD)**, Leadership - Virginia Commonwealth University, Richmond, VA**Master of Health Administration** - Virginia Commonwealth University, Richmond, VA**Bachelor of Arts with Distinction** - University of Virginia, Charlottesville, VA**Fellow** - American College of Healthcare Executives**Certificates**

2015 Institute on Inclusive Teaching – Virginia Commonwealth University, Richmond, VA

Train-the-Trainer, Trainer, and Group Facilitator - Executive Learning, Inc., Brentwood, TN