

Martha Shekenberg, BSN, MBA

MAS HealthCare Consulting, 2000 – present

- Population Care Management care program cost / benefit modeling and care model design
- Clinical training content development and implementation for Care Managers
- Electronic health record assessments for community clinics
- Development and implementation and management of a Care Management Depression Initiative for a large HMO
- Radiology improvement and consolidations for community clinics
- Operational assessments for downtown community clinics
- Co-Director, The Kaiser Permanente and the Institute for HealthCare Improvement Palliative Care Collaborative
- Palliative Care initiative development for a major national provider and health plan
- Management of Coronary Artery Disease Care Management Program for large HMO
- Strategic plan for inpatient and outpatient care delivery for a large integrated HMO
- Long term planning for Emergency and Operating Room services for an integrated health plan
- Project management, business process redesign and management communications component for multi-million patient billing system implementation

Deloitte Consulting, Los Angeles and Atlanta, 1995 – 2000

Care Management

- Designed Care Management strategy and programs for a major health plan. Analyzed current metrics and provided improvement recommendations
- Analyzed care management processes, including Utilization Management, and results for a large integrated delivery system which included urban and rural hospitals, outpatient services and physician multi-specialty group
- Outside Medical Contracting
- Managed collaborative efforts with Claims, Contracting and Provider to develop and implement claims payment guidelines for clinical services payment. Improved claims accuracy to 90 – 100%. Implemented inter-department service agreements
- Clarified contract terms and then tested claims processing for accuracy, achieved 94% and 98% – 100% accuracy prior to new claims system implementation.
- Outside Medical Referral Process Reengineering
- Managed client teams to design and implement referral authorization and administrative processes for new centralized paperless claims process for several million member HMO. Achieved 96% average compliance
- Non-Client Management Responsibilities

- Los Angeles Office Leader for Firm's Initiative for the Advancement and Retention of Women
- Office Lead for Industry Print
- Project Archimedes Office Leader

Booz-Allen & Hamilton, Ernst & Young, Coopers & Lybrand, 1988 – 1995

Process and Clinical Redesign

- Multiple engagements focused on clinical, administrative and support redesign for inpatient and outpatient services. Components included performance metrics, job redesign, staffing, human resources, facilities, training, communication and management structuring.
- Process Improvement and TQM
- Facilitated a variety of client teams which improved clinical, ancillary, support and administrative processes. Improved operating room delays from ~30% to 80+% in a large urban medical center. Designed and led TQM training classes for facilitators and team members. Improved charge capturing processes

Education

- University of Virginia, MBA, Darden School, 1988
- University of Virginia, BS Nursing, 1982

Community Leadership Experience Examples

- Pasadena Marathon and Bike Tour Organizing Committee – present
- Treasurer, Lake Avenue Foundation Board of Directors, 2001 – 2006
- Founder, STARS Tutoring Leadership, 1997 – 2002. Provides programming five days a week, serving more than 100 kids with approximately 3 FTEs
- Leadership Pasadena, Inaugural Class, 1999
- Guest lecturer, Health Care Management Elective, Darden School
- Leader, Medical Mission Trip to Santa Domingo