

CONSULTANT PROFILE: KEVIN DON

The Leadership, Insight, and Execution You Gain Access to

How I've Impacted Organizations

- Accelerated cash collections to over \$97M in 4 months at Discovery Behavioral Health, achieving a 93% net collections rate.
- Improved denial rates, up-front collections, and implemented new clearinghouse and eligibility tools.
- Led strategic client engagements at MedEvolve, improving net collections over 95% while reducing staff by 30%.
- Boosted free cash flow by 50% at Falck USA and exceeded annual cash targets by \$21M.
- Delivered \$20M+ net revenue improvement for a 19-hospital system while at Huron Consulting.
- Reduced DNFB backlog by \$4M and improved cash collections by 7% during interim VP role at ECG for \$500M health system.
- Increased point-of-service collections by 274% and improved cash flow by \$31.5M at PwC.



KEVIN DON

Core Areas of Expertise

- Revenue Cycle Management Strategy & Execution
- Denials Reduction & Cash Acceleration
- Workflow Automation & Intelligent Analytics
- Performance Dashboards & KPI Development
- Staff Development & Cross-Functional Leadership
- Clearinghouse & Eligibility Tool Implementation
- Robotics Process Automation (RPA)
- Client Advisory & Territory Management
- Offshoring & Vendor Optimization
- Healthcare Systems: Epic, Cerner, Athena, SSI, Salesforce, Kipu, Quadramed, Allscripts, ADS, Salesforce, Hubspot, SQL

What Clients Typically Experience

- Rapid financial performance improvement and measurable ROI
- Streamlined operations and reduced staffing costs
- Enhanced visibility through analytics and dashboards
- Improved patient collections and reduced bad debt
- Increased engagement scores from staff and patients
- Seamless transitions to new systems and tools
- Clear communication and alignment across departments
- Scalable solutions tailored to multi-site healthcare organizations

EDUCATION:

- University of Southern California – MBA, BS Business Administration, BA Biological Sciences

CAREER EXPERIENCE:

- Discovery Behavioral Health: VP, RCM - 2024-2025
- MedEvolve: VP, Client Advisory 2023-2024
- Falck USA: Executive Director, RCM 2018-2022
- ECG Management Consultants: Manager RCM – 2015-2018
- Huron Consulting Group: Manager RCM 2011-2015
- Hoag Memorial Hospital Presbyterian: Director RCM Operations 2008-2011
- PwC: Sr. Associate, Healthcare Advisory 2005-2008
- Avega Health Systems: Sr. Consultant 2000-2005