

James E. Parsons FACHE, SHRM-SCP, CHHR

Email Jparsonss@aol.com Phone 423-794-9767
www.theJamieParsons.com

Education

- Marshall University, Doctor of Business Administration (Specializing in Health Care)
Expected Graduation Spring 2026
- Marshall University, Bachelors Business Administration (Specializing in Health Care)
- Marshall University, Masters of Science in Management (Specializing in Health Care)

Certifications

- FACHE, Certified Healthcare Executive – American College of Healthcare Executives
- CHHR, Certified in Healthcare Human Resources – AHA certification
- SHRM-SCP, Society for Human Resources Management Senior Certified Professional

Teaching Philosophy

My teaching philosophy emphasizes applied learning and experiential engagement. I aim to connect theory to real-world healthcare challenges by integrating case studies, simulations, and strategic analysis. By drawing upon my professional experience, I foster an environment that encourages critical thinking, ethical decision-making, and leadership development in healthcare professionals.

Publications

- Parsons, J. (2019). Addressing Workforce Challenges in Healthcare Calls for Proactive Leadership. *Frontiers of Health Services Management*.
- Parsons, J. (2010). *Best Practices in Integrated Talent Management*. Bersin and Associates.

Presentations

- Marshall University Student Research Symposium, April 2025, Registered Nurse Burnout and the Impact on Engagement and Quality in Hospitals
- Appalachian Regional Business Symposium, April 2024, Physician Well-Being and Healthcare Quality: Unraveling the Consequences of Burnout in Primary Care Settings
- Bersin and Associates Conference, Best Practices in Integrated Talent Management, September, 2010

Research Experience

- Doctoral Program Dissertation (In Progress), Registered Nurse Burnout and Its Impact on Engagement and Quality Outcomes in Acute Care Hospitals
 - Methodology: Quantitative study using validated instruments (Maslach Burnout Inventory, UWES)

- Data Source: Health Resources and Services Administration (HRSA)
- Status: IRB approved; data analysis phase underway

Teaching Experience

- UK King's Daughters Leadership Academy 2019-2021
Developed and delivered presentations monthly to leadership within the organization on management principles; such as leadership methods, Human Resources legal updates, and talent development.
- St. Elizabeth Leadership Academy 2019-2021
Developed and delivered presentations monthly to leadership within the organization on management principles; such as leadership methods, Human Resources legal updates, and talent development.
- Mountain States Health Alliance Leadership Academy 2005-2018
Developed and delivered presentation monthly to leadership within the organization on management principles; such as leadership methods, Human Resources legal updates, and talent development.

Professional Associations

- Member of the American Society Healthcare Human Resources Administrators (ASHHRA), President in 2018
- Member of the American College of Healthcare Executives (ACHE)
- Member of Society for Human Resource Management (SHRM)

Work Experience

University of Kentucky-King's Daughters Health System Dec. 2022-Present

Vice President/Chief Human Resources Officer- Responsible for all Human Resource, Organizational Development, Security and Environmental Service functions for a two hospital 5,700 employee healthcare system that is part of the University of Kentucky Healthcare system.

- Developed and implemented a system-wide Leadership Academy to support the development of all team members.
- Work with key stakeholders to develop and deploy the first Human Resources Workforce Strategic Plan.
- Developed and implemented the Diversity, Equity, and Inclusion program.
- Developed and implemented a talent management program for leadership focused on talent development and succession planning.
- Developed and implemented an Internal and Family Medicine Residency program accredited by ACGME.
- Developed and implemented a merit based evaluation program for all team members.
- Launched a school of Nursing at UK King's Daughters focused on ABSN students.
- Received the 2024 and 2025 Best Places to Work in Kentucky designation.
- Received in 2025 \$533,000 in workforce grants for the KY Workforce Investment Fund.
- Developed and implemented a staffing company, Riverspan, to support nursing.

Saint Elizabeth Healthcare July 2018- December 2021

Senior Vice President Human Resources/Chief Human Resources Officer- Responsible for all Human Resource, Organizational Development, and Employee Health functions for a six hospital 10,500 employee healthcare system.

- Created a system-wide Leadership Academy to support the development of Executives and front-line associates.
- Received HRO magazines 2021 Talent Acquisition Team of the Year Award
- Developed and implemented the first HR workforce strategic plan.
- Implemented a monthly workforce report to track over 45 key HR indicators tied to HR performance and the HR strategic plan.
- Developed and implemented a more modern HR department moving from a paper-based system to an electronic-based system.
- Work with system leadership to acquire Dearborn hospital, 900 associates, in 2021 and help the transition to St. Elizabeth's HR practices and policies.
- Developed and implemented a succession planning model for senior leadership.
- Received the Northern Kentucky Best Places to Work in 2021.
- Received the Kentucky Best Places to Work award in 2021.
- Developed and implemented the Diversity, Equity and Inclusion program for St. Elizabeth.

Mountain States Health Alliance 12/05 to 7/18

Vice President Human Resources/Chief Human Resources Officer – Responsible for all Human Resources, Organizational Development, HealthPro Staffing Company, Volunteers, Pastoral Care, and Employee Health functions for a 14 hospital (1,862 Beds) 10,500 employee healthcare system.

- Worked with leadership to support the HR function as MSHA grew from a six hospital to fourteen hospital system comprised of retail pharmacies, Home Health and Hospice, Nursing Homes, Academic Teaching Hospital, 500 employed practitioners, Health Insurance Company, Rehab hospital, and Psychiatric Hospital.
- Created system-wide Talent Management program to address succession planning and talent development needs.
- Worked with leadership to build the MSHA Leadership Academy to support the growth of MSHA's leaders, which led to the creation of our Physician Leadership Academy.
- Worked with a team of front-line staff to develop programs to support the over 50 workforce which ended up in MSHA receiving AARP Employer of Choice Award.
- Developed and implemented a strategic workforce plan for Human Resources focusing on recruitment, retention and staff development. Resulted in decreasing turnover from 21% to 15% for the system.
- Created a staffing company (HealthPro) and scholarship program, with the support of nursing, to help eliminate over \$8 million in contract nursing labor.
- Created and implemented a fully integrated and centralized talent management software system consisting of an Applicant Tracking, Performance Mgt, Tuition Assistance, Succession Planning and Learning Mgt. (CBL's)
- Implemented a new hire screening process that reduced 1st year turnover from 28% to 15%.
- Centralized the HR functions for all hospitals into one corporate office. Centralization resulted in better communication to staff and easier deployment of HR initiatives.
- Developed a new hire process consisting of pre-hire video, MSHA Values/Standards Acknowledgement Form, Values Evaluation Software tool and Peer Interviewing system to better link the Mission, Vision and Values of MSHA with new hires.

- Developed a comprehensive HR metric tracking system for each hospital and the system; while linking the metrics to key strategic initiatives during the Strategic Planning process.
- Created a Diversity Committee made up of employees and community members to help MSHA address some of the diversity issues in the workforce.
- Developed a new recruitment program titled Project Employment Hope where MSHA works with 10 local agencies to help place underserved adults in MSHA.
- Developed and implemented a centralized comprehensive OnBoarding system for Executives and Directors based upon the ACHE model for OnBoarding.
- Lead the “Workforce” category when MSHA won the Tennessee Center for Performance Excellence’s highest quality award in 2005 and 2009. MSHA is one of only two businesses in TN to win the TNCPE level four award twice.

Mountain States Health Alliance 7/04 to 12/05

Corporate Director Human Resources – responsible for the Human Resources Functions for a 6 hospital system with 6,000 employees.

Nash Health Care Systems 9/99 to 7/04

Vice President Human Resources -responsible for Human Resources, Food and Nutrition Services, Environmental Services, Safety, Corporate Compliance (HIPPA Implementation), Occupational Health and Security functions for a 4 hospital, 2,000 employee system. The system consists of a Psychiatric Hospital, Acute Care Hospital, Rehabilitation Hospital, and Outpatient Surgery Hospital. The following accomplishments were made while at NHCS:

- Redesigned the HR function to better support employees; to include physical layout and HR department structure.
- Responsible for implementing all HIPPA requirements in 2003. Implementing all HIPPA regulations as they pertain to physicians, medical records, patients, employees, and other protected health information entities.
- Re-negotiated benefit contracts to save the system \$850,000 over a two-year period.
- Supervised the installation of a multi-million-dollar Human Resources Information System. (LAWSON).
- Increased patient satisfaction in Food and Nutrition department. Previous scores ranged from 65 to 70 with current scores hitting the benchmark of 90th percentile.
- Improved the number of health care related benefit vendors from 18 to 3 for a more manageable system.
- Implemented a Paid Time Off (PTO) program to replace a traditional Vacation/Holiday/Sick leave program.
- Worked with Pension Committee and Board on all retirement matters for a 250-million-dollar Plan. Developed first formal investment policy for Plan.

Academic and Professional Service

- 2019-2021 Gateway Community College Board
- 2021-2022 Chamber Northern Kentucky Grow (**Chair 2021-2022**)
- 2019-2021 Northern KY Workforce Investment Board (**Vice Chair 2021, Chair 2022**)
- 2013-2019 ASHHRA, Board Member National Board of Directors (**President in 2018**)
- 2015-2018 Governors Northeast TN Workforce Board (**Chair 2019**)
- 2012-2018 Tennessee Rural Partnership, Board Member (**Chair in 2018**)

- 2017-2018 Tennessee Hospital Association, Board Member
- 2013-2018 NorthEast State Community College, Board Member
- 2012-2018 Tennessee Hospital Association Finance Committee, Member
- 2009,2011-13 Senior Examiner for the United States Malcolm Baldrige Award Program