

Kathryn Jacoby

MBA, MLT (ASCP)^{CM}

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Senior Leader with 15+ years of experience in clinical laboratory operations, quality systems management, project management, and change management across various organizations. Highly skilled in leading cross-functional initiatives and teams, developing and implementing robust quality management systems, and enhancing clinical laboratory efficiency. Adept at implementing and optimizing Quality Management Systems to ensure compliance with stringent regulations (CLIA and CAP) while fostering continuous improvement and patient safety.

RECENT ACHIEVEMENTS

- Executed an exemplary quality management system, achieving CAP ISO 15189 accreditation in 18 months.
- Directed all major quality system projects and process improvement initiatives.
- Established eQMS and streamlined workflows, incl. MediaLab™ for non-conforming event management, Converge™ for external assessments, Microsoft SharePoint™ and OneNote™ for efficient dashboards and communications, Survey Monkey™ for customer surveys, Beaker Cheers™ as a customer relations manager, and PolicyStat™ for robust document control.
- Designed and implemented an effective internal audit program that identified multiple nonconformities, over 30 opportunities for improvement, and led to over 10 root cause analysis and corrective action plans in a single year.
- Spearheaded cost-effective improvement initiatives, notably reducing courier service failures by an impressive 50% in less than 6 months, resulting in cost savings exceeding \$100,000.
- Worked with hospital units to reduce sample collection errors, resulting in estimated annual cost savings of \$300,000.
- Improved employee engagement scores by 25% in just one year.
- Implemented an electronic PAR inventory system, automating processes and reducing supply failures.

CORE COMPETENCIES

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| • Quality Systems Management | • Operations Management | • QMS Design/Implementation |
| • Clinical Laboratory Management | • Internal/External Assessments | • ISO 9001, ISO 15189 |
| • Project Management | • Training and Development | • Cross-Functional Collaboration |
| • Healthcare Administration | • Strategic Planning | • Regulatory Compliance |

EDUCATION

Southern Oregon University	Ashland, OR
<u>Master of Business Administration (Business Administration, Operations, and Finance)</u>	<u>2020</u>

Oregon Health and Science University	Portland, OR
<u>Graduate Certificate, Healthcare Management (Healthcare Administration, Operations, and Finance)</u>	<u>2019</u>

Wisconsin Lutheran College	Milwaukee, WI
<u>Bachelor of Science, Business Management (Business and Servant Leadership)</u>	<u>2016</u>

Milwaukee Area Technical College	Milwaukee, WI
<u>Associate of Applied Science, Clinical Laboratory Science (Technical)</u>	<u>2010</u>
<u>Certificate – Phlebotomy (Technical)</u>	<u>2005</u>

PROFESSIONAL EXPERIENCE

Wisconsin Diagnostic Laboratories	Milwaukee, WI
<u>Senior Manager- Laboratory Quality, Accreditation, and Safety</u>	<u>June 2021 – Present</u>

- Develop and execute a strategic vision for continual improvement within the organization, including scoping and selection of projects, allocation of resources, and identification of business results, assuring alignment with enterprise objectives and goals.
- Apply change management, quality analytics, and process improvement methodologies to projects and strategic initiatives.
- Manage a team of 3 direct reports and provided oversight to 300+ indirect reports, ensuring efficient operations and productivity within the laboratory departments, spanning remote hospital, outpatient, and long-term care facilities.
- Direct the laboratory Patient Safety program to meet hospital (The Joint Commission) National Patient Safety Goals. Lead and conduct root cause analysis for adverse and sentinel events. Determine corrective and preventative actions to implement.
- Design, implement, and maintain a robust quality management system, guaranteeing compliance with laboratory accreditation, regulatory standards, and information management policies. Technical scope includes Phlebotomy and Specimen Processing, Outreach, Transfusion, Core Lab, Cytogenetics, Clinical Microbiology, Flow Cytometry, and Anatomic Pathology.

- Provide leadership and guidance to ensure all laboratory staff adhere to quality policies and procedures.
- Designed the internal/external audit program. Ongoing management of all assessment activities in the laboratory.
- Facilitate collection, analysis, and dissemination of quality process and outcome data enterprise-wide.
- Spearheaded major projects and internal audits, external assessments, proficiency testing, document control, competency assessments, training initiatives, and other quality processes to maintain the highest quality and performance standards.

Oregon Health and Science University

Lab Manager- Specialty Testing

Portland, OR

November 2018 – May 2021

- Led a team of 15 direct reports, overseeing a substantial annual operating budget of over \$4 million.
- Directed clinical operations in Specialty Testing, including Flow Cytometry, Molecular, Coagulation, and Biochemical Genetics.
- Headed quality and performance improvement initiatives within the department, ensuring its adherence to industry standards.
- Superintended day-to-day testing area operations, including scheduling, troubleshooting, staff management, and collaboration with faculty to optimize workflow efficiency.
- Administered the department's physical and human resource assets following departmental, hospital, and corporate policies.
- Took charge as the lead auditor for 15 internal assessments, contributing to the organization's continuous improvement efforts.

Lab Supervisor- Core Laboratory

August 2016 – November 2018

- Supervised a team of 25 direct reports, fostering a high-performing and cohesive work environment.
- Offered exceptional supervisory leadership and technical coordination for clinical operations of specimen processing functions performed within the laboratory.
- Consulted with the Core Lab Manager and Administrative Director to manage departmental physical and human resource assets following departmental, hospital, and corporate policies.

Providence Health and Services

Patient Service Center Supervisor- Oregon Regional Laboratory

Portland, OR

May 2015 – August 2016

- Captained a team of 26 direct reports, providing strong leadership and guidance in executing their duties.
- Successfully directed the daily operations of 5 patient service centers in the Portland region.
- Directed a high-performing team of Phlebotomists focused on organizational needs, customer service, and continuous quality improvement.

Waukesha Memorial Hospital

Lab Operations Specialist - Support Services

Waukesha, WI

April 2013 – April 2015

- Coordinated a team of 30 indirect reports, ensuring efficient and effective operations in phlebotomy, specimen processing, outreach, referrals, and courier services.
- Closely monitored workloads, conducted necessary operational and staffing adjustments and identified resource requirements.
- Contributed to leadership and administrative tasks, including scheduling, payroll, policy development, and performance reviews.
- Maintained a high level of proficiency across all technical areas, offering valuable backup coverage when required.

Wisconsin Diagnostic Laboratories

Medical Lab Technician - Core Laboratory

Milwaukee, WI

April 2012 – March 2013

- Conducted waived and moderate complexity testing in hematology and STAT lab settings, ensuring accurate and timely results.
- Demonstrated technical expertise by effectively operating, maintaining, and troubleshooting laboratory equipment, including Sysmex XN™, ABL 800™, Hemochron JR™, and Olympus 800™, ensuring uninterrupted workflow.
- Correlated and interpreted data, leveraging an in-depth understanding of clinical lab techniques and principles, contributing to precise diagnostic outcomes.

Laboratory Supervisor- Core Laboratory

March 2008 – April 2012

- Managed a team of 15 direct reports, providing effective supervision and guidance for the daily operations of both the phlebotomy and specimen processing lab sections.
- Steered all phlebotomy activities, including the training, evaluation, and comprehensive documentation of staff performance.
- Distinguished as a lead trainer for both DOT and Non-DOT chain of custody drug and alcohol collection.

Gross Room Assistant- Histology

April 2007 – March 2008

- Assisted with the gross examination and preservation of histological samples, contributing to accurate diagnostic processes.
- Executed various essential tasks, including data entry, tissue processing, meticulous cleaning, and bio-hazardous waste removal.

- Performed phlebotomy procedures, executed data entry tasks, and efficiently managed specimen processing.
- Oversaw DOT and Non-DOT chain of custody drug and alcohol collections, ensuring strict adherence to regulatory standards.

CERTIFICATIONS/COURSES

Medical Laboratory Technician (MLT)^{CM} – American Society of Clinical Pathologists (ASCP)	<u>2025</u>
Diversity, Equity, and Inclusion in the Workplace – University of South Florida	<u>2023</u>
Cross-Cultural Leadership Certificate – University of South Florida	<u>2023</u>
Certified Quality Auditor (CQA) – American Society for Quality	<u>2022</u>
Inclusive and Ethical Leadership Certificate – University of South Florida	<u>2022</u>
Six Sigma Lean Black Belt Professional (LBBP)[®] - Management and Strategy Institute	<u>2020</u>
Certified Six Sigma Champion (SSCC)[™] - Management and Strategy Institute	<u>2019</u>

OTHER

Technical Skills/ IT Systems: Microsoft Office Suite, Google Workspace, SharePoint, OneNote, Cisco WebEx, Epic Care, Cerner Millennium, Sunquest, OCHIN, LifePoint, MediaLab applications including IQE, Compass, Compliance/CE, InspectionProof, RL Datix, PolicyStat, Converge and other eQMS platforms/applications.

Languages: English (Native)