



# Krista Merrihew

## Professional Profile

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350 Main St  
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### EDUCATION

AAS, Nursing  
Clinton Community College  
Plattsburgh, NY 1994

#### Registered Nurse

New Hampshire, Massachusetts

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### AREAS OF EXPERTISE

Exceptional interpersonal skills

Ability to launch new programs and concepts on both the local and larger institution levels

Training and motivating staff to higher levels of performance

Ability to see opportunities for organizational improvement and to create effective teams

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### OTHER SKILLS

- The ability to analyze complex technical information
- Can analyze, design and implement database structures
- Detail oriented
- Excellent problem solver

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### SUMMARY OF QUALIFICATIONS

PERFORMANCE AND RESULTS-DRIVEN PROFESSIONAL WITH:

Exceptional leadership skills  
Extensive background in healthcare and management  
20+ years of experience –

- Clinical leadership
- Quality Improvement
- Effective Team Development
- Organizational Committees
- Operational Streamlining
- Programmatic Development
- Project planning
- Clinic Operations
- Regulatory Compliance
- Staff Development
- Performance Management
- Customer Relationships
- Ethics Awareness
- Lean, Six Sigma
- Logistics
- Purchasing
- Strategic Sourcing
- Strategy Development
- Supplier Relationships
- Sustainability
- Contract Negotiation
- Employee Development
- Policy, Procedures
- Recruitment
- Skills Assessment
- Public Speaking
- Resource Management
- Capital Projects

### CERTIFICATIONS AND AWARDS

- BLS
- Arete Nursing Award
- Green Belt Certified
- Leadership Development Program
- Karras Advanced Negotiating Strategy
- New England Alliance for Health
- Vizient Member
- Northeast Purchasing Coalition; 2018 Outstanding Participation and Commitment Award; 2017 Model Member
- Gartner
- Strategic Marketplace Initiative

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## EMPLOYMENT HISTORY

### **REAL TIME MEDICAL SYSTEMS–LINTHICUM HEIGHTS MD** **2020–PRESENT** **Account Executive, East Coast ACO, Health Systems, Post–Acute**

Responsible for working with health systems, Accountable Care Organizations, and skilled nursing facilities to identify opportunities to create partnerships. Real Time Medical Systems is a startup that developed predictive analytic software utilized to reduce readmissions from skilled nursing facilities to hospitals, improve outcomes, and maximize revenue.

### **DARTMOUTH HITCHCOCK MEDICAL CENTER–LEBANON NH** **2008–2020** **Director, CQVA, Strategic Sourcing, Purchasing** **2017–2020**

- Implemented Value Analysis process throughout the Dartmouth Hitchcock System
- Partnered with Contracting to achieve \$6 million in savings in fy'19
- Transitioned Dartmouth College Research purchasing to Dartmouth Hitchcock Supply Chain
- Expanded Strategic Sourcing Team to support Construction
- Responsible for the communication of critical changes in process related to requisitioning in System ERP system
- Provide Value Analysis and Sourcing expertise and support for New England Alliance for Health
- Green Health and local sourcing
- Collaborate on projects with Supply Chain Operations and Contracting
- Transitioned prime medical supply distribution
- Implemented Value Analysis research and workflow, clinical spend, and Capital financial planning software

### **Manager, Clinical Resource Utilization: Regional Materials Management** **2015–2017**

- Expanded the Clinical Quality Value Analysis Program for New England Alliance for Health and Dartmouth Hitchcock Health System
- Clinical resource for clinicians and supply chain for clinical products, product validations, cost and quality research, and product utilization
- CQVA support for Quality and Safety Committees; CAUTI, CLABSI, PIPP, BBPE, Patient Safe Handling, Peri-op
- Clinical Liaison to the Northeast Purchasing Coalition
- Introduced a CQVA program for Dartmouth Hitchcock Medical Center

### **Nurse Manager II: Sections of Endocrinology, Pulmonary, PFT Lab, Rheumatology, and Infectious Disease** **2012–2015**

- Responsible for day to day nursing and tech operations of 4 subspecialty clinics and a PFT lab
- Implemented one of the first Dartmouth Hitchcock Tele–Health programs providing Rheumatologic care to 3 rural communities
- Expanded diabetic group visits
- Optimized space and staff to increase patient throughput in the Medical subspecialty clinics
- Implemented corporate foreign travel clinics
- Managed compliance with the NH State Vaccine Program
- Transgender specialty clinic
- Lead and/or participated in multiple quality improvement projects, partnered with Value Institute and Quality and Safety Committees
- Ensured high quality patient care, efficient systems and support, fiscal accountability, patient and staff satisfaction
- Contributed to Physician Recruitment process, budgets, program development, and equipment procurement

**RN Nurse Coordinator: Trauma and Pediatric Orthopaedics****2009 – 2011**

- Trauma and Pediatric Team leadership, development, clinic support, and care pathway development
- Contributed to the Pediatric Orthopaedic knowledge mapping
- Streamlined the hospital discharge process
- Primary nurse for Pediatric Orthopaedics, responsible for program development of both Northern and Southern Region practices
- Complex care coordination for pediatric populations throughout N.H. and Vermont
- Expansion of Pediatric Orthopaedic service and program in a satellite location
- Clinical lead for Epic implementation

**RN Nurse Coordinator: Trauma and Pediatric Orthopaedics****2008 – 2009**

- 6–8 months as interim nurse and cast tech manager

**RN Pediatric Orthopaedics****2008 – 2008**

- Primary nurse for Pediatric Orthopaedics
- Nurse triage and complex care coordination for pediatric populations in two regions

**APD, ROBERT A. MESROPIAN CENTER FOR COMMUNITY CARE, LEBANON NH  
Nurse Manager****1999– 2008**

- Clinical operations for Family and Pediatric practice
- Contributed to the design of the expansion/renovation of the Robert A. Mesropian Center for Community Care
- 8,000 square foot addition, more than doubling the clinical space
- Organized the transition into the new clinical space
- Produced clinical and practice budgets
- Introduced nurse triage protocols, education visits, and support for Providers and patients in clinic
- Developed a Certified Anticoagulation Nurse program with National certification
- Complied with State and Federal Mandates for: Critical Access Hospital, NH Immunization Program, CLIA license, State Board of Nursing
- Increased General Internal Medicine, Family Practice, and Pediatric Provider numbers to 11
- Integral member of the team responsible for research, review, and purchase of an EHR for hospital and clinic
- Assumed the role of Practice Manager for 6 months, additionally responsible for all administrative, secretarial, and medical records staff

**DARTMOUTH HITCHCOCK MEDICAL CENTER, LEBANON, NH  
Buck Road Primary Care Practice Co-Nurse Manager****1998 – 1999**

- Developed nurse triage protocols, patient education, and assist with in-office procedures
- Nurse Scheduling, training, and participation in clinic Leadership Team

**CEDAR HILL CONTINUING CARE COMMUNITY, WINDSOR VT  
Nurse Manager****1994–1998**

- Compliance with State and Federal Skilled Nursing Facility Guidelines
- 30 bed Skilled Nursing Facility with a dedicated Alzheimer's Unit
- Participated in resident move from an old Victorian nursing home to a new 30 bed Skilled Nursing Facility with a dedicated Alzheimer's Unit

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## CHARACTER REFERENCES

Daniel Herrick, Senior VP Perioperative and Surgical Services at Dartmouth Hitchcock Medical Center, Dartmouth Hitchcock Health

[Daniel.P.Herrick@Hitchcock.Org](mailto:Daniel.P.Herrick@Hitchcock.Org) 603-650-4233

Steve Basiliere, COO of LightSpeed Manufacturing, Former Director of Contracting, Operations, and Strategic Alliances, Dartmouth Hitchcock Health

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Barbara Mahar, Healthcare Operations Executive, ClearChoiceMD Urgent Care, former VP New London Hospital, Dartmouth Hitchcock Health

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Dr. Michael Sparks, Section Chief of Orthopedics at Dartmouth Hitchcock Medical Center

[Michael.B.Sparks@hitchcock.org](mailto:Michael.B.Sparks@hitchcock.org) or [fxbone@gmail.com](mailto:fxbone@gmail.com) Cell 603-219-4448

Dr. Michael Shane Chapman, Section Chief of Dermatology and Chief Medical Officer of Supply Chain, Dartmouth Hitchcock Medical Center, Dartmouth Hitchcock Health

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Dr. George Blike, Chief Quality and Value Officer at Dartmouth Hitchcock Medical Center

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