

ELIZABETH S. RAGALIE

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- Created and launched RIC FlexStaff brand and RIC FlexStaff Talent Plan in collaboration with Human Resources and Marketing. Created pipeline of candidates through innovative sourcing.
- Created new source of revenue by establishing relationship with strategic alliances and external customers, creating mechanism to offload staff during non-peak periods.
- Selected and launched Internet-based staffing technology, permitting staff to self-schedule, and automating financial processes and management reporting.

**INDEPENDENT CONSULTANT
CERLETTY ASSOCIATES, LTD.**

**1998 to 2004
1994 to 1997**

Healthcare services consulting, as member of boutique consulting firm and as independent consultant, specializing in the needs of rehabilitation organizations. Consulting engagements included:

REHABILITATION INSTITUTE OF CHICAGO (1994-2004)

Interim Director, RIC Academy (2003-2004)

- Directed financial and operational performance of Corporate University, filling Chief Learning Officer position. Planned and delivered over 100 internal and external professional development offerings. Directed clinical education for nearly 300 students in nursing and allied health programs. Delivered clinical orientation for all RIC nursing and allied health employees.
- Launched successful clinical ladders program in collaboration with Human Resources.
- Implemented technology to allow on-line registration and streamline business processes.

Project Manager and Analyst (1994-2002))

- Led the launch of innovative interdisciplinary Arthritis Center: Marketing, staffing, equipment, registry development, space design and build-out, business and clinical processes.
- Led implementation of new ambulatory care location.
- Conducted productivity and care delivery analysis for pediatric services.
- Provided business planning and market research for rehabilitation day and ambulatory services.

AURORA HEALTH CARE, Milwaukee, WI (1998-1999)

- Developed business plan for rehabilitation day services.
- Conducted national market research on physiatry services.

CHILDREN'S HOSPITAL OF ORANGE COUNTY, CA (1995-1996)

- Conducted market analysis and business planning and development to establish full continuum of care for pediatric rehabilitation services for a five-hospital system.

PREVIOUS POSITIONS

Supervisor, Physical Therapy, St. Joseph's Hospital, Milwaukee, WI
Staff Physical Therapist, Curative Rehabilitation Center, Milwaukee, WI; Easter Seal Society of Metropolitan Chicago; Michael Reese Hospital and Medical Center, Chicago, IL

VOLUNTEER AND COMMUNITY EXPERIENCE

Milwaukee Montessori School, Board President, 1992-1998; Board Member, 1990-1992
Consolidated campus from two locations to one; led capital campaign to purchase and renovate school building; directed search for new facility; executed sale of building; recruited new head of school.

EDUCATION

M.S., Health Care Administration, University of Wisconsin, Milwaukee
B.S., Physical Therapy, with honors, University of Illinois at Chicago