# North Church Street Wauwatosa, Wisconsin 53213

### PROFESSIONAL EXPERIENCE

### BETTY RAGALIE LLC

2009 to Present

### Principal

"Just-in-time leadership" and project management to health care and non-profit organizations. Clients/projects include project management for Milwaukee Health Care Partnership's Emergency Department Care Coordination Initiative and Specialty Access for Uninsured Program.

### FROEDTERT & MEDICAL COLLEGE OF WISCONSIN, Milwaukee, WI

2007 to 2009

### Director, Neurosciences Center

Advanced specialty Neurosciences care through strategic growth and development of Neurosciences service line for 450-bed academic medical center in multi-hospital system. Line responsibility for Neurophysiology, Neurorehabilitation, and Sleep Disorders programs. Functioned in close collaboration with physician leadership and system partners; reported to SVP.

- Advanced research and clinical care with successful launch of center for emerging brain-imaging technology (magnetoencephalography): Conducted assessment and developed business plan; secured organizational approval and donor funding; designed innovative co-institutional clinical/research model; led vendor selection, space planning and construction, talent recruitment, reimbursement analysis and strategy, and program implementation.
- Planned and implemented re-design of Neurosciences inpatient space, segmenting patients by diagnosis and acuity, rightsizing number of beds per program and enhancing throughput.
- Led design and implementation of transdisciplinary chronic care model for patients with spinal cord injury, spanning continuum of care, resulting in decreased re-admissions and length of stay.
- Completed environmental assessment as basis for strategic plan development in collaboration with Strategic Planning.
- Optimized care integration and performance with systematic development of standardized care protocols and performance dashboard process and tools, in partnership with physician leadership.
- Collaborated in developing co-institutional Neurosciences database, supporting evidence-based care, real-time performance improvement, and translational research.
- Identified business development and system integration opportunities for key programs, securing
  physician and organizational support of integration model.
- Participated in development of structured system-wide technology forecasting process.

## REHABILITATION INSTITUTE OF CHICAGO (RIC), Chicago, IL

2004 to 2006

### Director, RIC FlexStaff-Allied Health and Administration

Financial, strategic and overall operational responsibility for contingent staffing function in rehabilitation hospital system (recognized as #1 Rehabilitation Hospital in America since 1991 by U.S. News and World Report). Provided equivalent of 45 FTE annually at 35 locations, with 150 employees, for internal and external customers.

Created business plan and led operational turnaround in underperforming area, increasing hours
of service by 64%, producing organizational savings of over \$1.3M through use of internal
staffing vs. contract labor.

### **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:

### **REHABILATION 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, Milwaukce B.S., Physical Therapy, with honors, University of Illinois at Chicago