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SUMMARY

A professional manager with over thirty years experience working and volunteering in the public safety healthcare industry. Professional interests including contributing personal skills and knowledge to a progressive learning organization. Personally focused on contributing to the improvement of society through the lifelong search for knowledge and participation in academic research, the development of a diverse and enriched society, and the promotion of integrity in all aspects of life--personal, vocational and academic. Experienced in healthcare education and workforce training and development, knowledge and learning management, web-based education and organizational communications systems, team building, clinical quality management and business process improvement, performance excellence systems, human resource management, strategic and operational systems development.

EDUCATION

Walden University

Minneapolis, Minnesota

Doctor of Philosophy (PhD)

Currently Enrolled

Applied Management & Decision Sciences/Knowledge Management

Grade-point average to date: 4.0 on a 4.0 scale

Topics Studied

- Principles of Knowledge Management
- Principles of Learning Management
- Epistemology and the Practice of Knowledge and Learning Management
- Advanced Knowledge Management Concepts
- Expert Systems
- E-Systems
- Integrating Knowledge Management with Strategic Initiatives
- Integrating Knowledge and Learning Management with Strategic Educational Initiatives
- Adult Learning
- Models of Organizational Change
- Research Seminar 1: Human Inquiry and Science

Thomas College	Waterville, Maine
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Master of Business Administration (MBA)	2001
Grade-point average: 3.93 on a 4.0 scale.	

Topics Studied

- Organizational Theory and Behavior
- Management of Human Resources
- Compensation and Benefits
- Managing Change
- Strategic Planning
- Consulting
- Seminar on College Teaching

Thomas College	Waterville, Maine
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Bachelor of Science (BS) in Professional Studies, Summa Cum Laude	1998
Grade-point average: 3.97 on a 4.0 scale.	

COMPUTER LITERACY

MS Word	Advanced
MS Outlook	Intermediate
MS Excel	Advanced
MS Powerpoint	Advanced
MS Access	Intermediate
Crystal Reports	Basic
Intuit Quickbooks	Advanced
Pearson ECollege (Student Interface)	Intermediate
Blackboard Academic Suite (Student Interface)	Basic

PROFESSIONAL LICENSES, CERTIFICATIONS AND SPECIALTY TRAINING**American Society for Quality, Milwaukee, Wisconsin**

Certified Quality Improvement Associate #961

Certified Manager of Quality/Organizational Excellence #7545

FEMA, Emergency Management Institute, Emmitsburg, Maryland

Homeland Security Exercise Evaluation Program Trainer

IS-100 Introduction to the Incident Command System

IS-120.A An Introduction to Exercises

IS-130 Exercise Evaluation and Improvement Planning

- IS-139 Exercise Design
- IS-195 Basic Incident Command System
- IS-200 ICS for Single Resources and Initial Action Incidents
- IS-230 Principles of Emergency Management
- IS-700 National Incident Management System (NIMS)
- IS-800 National Response Plan (NRP), An Introduction

Maine, State of

- Paramedic #14759
- Notary Public #39550

Malcolm Baldrige National Quality Award, NIST, Gaithersburg, Maryland

- 2009 Examiner Training

National Institutes of Health, Bethesda, Maryland

- Protecting Human Research Participants #123938

EMPLOYMENT HISTORY

International Institute for Organizational Excellence, LLC Madison, Maine

As the principal consultant for the International Institute for Organizational Excellence, LLC, participated in the strategic analysis and development of professional organizations that are committed to the development and improvement of processes that enhance the delivery of healthcare services to the public at large. Currently developing resources for managerial and workforce development through e-learning delivery methods.

Scholar-Practitioner 2000 to Present

Accomplishments

- Experienced speaker, academic lecturer, and author on topics related to process improvement and organizational excellence with specific focus on the healthcare industry.
- Defined and develop systems for the collection of tacit and explicit knowledge and for the utilization of this knowledge in the improvement of systems designed to promote organizational efficiency.
- Assisted individuals and organizations in learning and applying historical, modern, and evolving principles of process improvement and performance excellence.

Delta Ambulance Waterville, Maine

Delta Ambulance is a not-for-profit ambulance service providing emergency, medical transport, and educational services to clients in Central Maine. Reported directly to the Executive Director on the development and oversight of all aspects of company operations related to ambulance, wheelchair van, and dispatch services.

Director of Systems Development and Analysis

2007 to 2008

Accomplishments

- Developed a company-wide Intranet system coupled with an online scheduling system for the management and dissemination and management of company operational, educational, and resource utilization information.
- Organized the deployment of a computer aided dispatch system.
- Designed a system for the regular reporting of operational and business process performance measures through the use of critical measure scorecards and an intranet accessible dashboard system..

Director of Operations

2000 to 2007

Operations Manager

1998 to 2000

Accomplishments

- Administered and monitored organizational changed initiatives identified through a process of performance measurement, root cause analysis of Sentinel Events and the measurement and analysis of performance trends in all aspects of clinical and business processes.
- Revised operational policy formats and indexing methods to comply with organizational systems common to healthcare and quality system accreditation criteria.
- Redesigned the company's process for recruiting, interviewing, and referencing prospective employees to establish equity in these practices and to meet the requirements of the Maine Department of Labor.
- Standardized the company's performance evaluation process and applicable evaluation tools to ensure the parameters are objective and pertinent to each employee's job description.
- Established the Clinical Standards and Practices Team--an interdisciplinary group of employees that focuses on developing standards of care and evaluating company-wide and individual performance according to criteria established in several areas of key clinical performance.
- Developed data collection and analysis tools to assist in the identification of root causes in vehicular incidents, equipment incidents, personal injuries (or near misses), and customer injuries (or near misses).
- Led the company campaign for recognition of its quality practices and initiatives by applying for and being awarded the 2000 Level 1 Margaret Chase Smith Maine State Quality Award--an award based on the Baldrige National Quality Program criteria for performance excellence.

Redington-Fairview General Hospital

Skowhegan, Maine

The EMS Department of Redington-Fairview General Hospital is a hospital owned and operated ambulance service providing emergency and medical transport services to clients in rural North Central Maine. Provided emergency medical care to a diverse population in rural and frontier environments. Supervised a staff of emergency medical services providers and managed the functions of the ambulance service according to the standards of the Maine EMS.

Director of EMS

1995 to 1998

Accomplishments

- Increased departmental participation in hospital-wide process improvement activities through regular submission of reports to the Quality Council on department improvement initiatives.
- Improved department and hospital reputation through expanded involvement in local and state-wide organizations devoted to EMS system improvement.

Paramedic / PreHospital Education Coordinator

1992 to 1995

Accomplishments

- Established a local educational outreach program for associated services and first responder agencies.
- Coordinated hospital-wide programs in Advanced Cardiac Life Support and Pediatric Advanced Life Support

ASSOCIATION MEMBERSHIPS**American College of Healthcare Executives, Chicago, Illinois**

Member

2009 to Present

American Society for Quality, Milwaukee, Wisconsin

Healthcare Division Member

1999 to Present

Quality Management Division Member

2007 to Present

Human Development and Leadership Division Member

2007 to Present

Pine Tree Section (015) Member

1999 to Present

Senior Member

2007 to Present

Knowledge Management Professional Society, Washington, DC

Member

2008 to Present

Maine Ambulance Association, Waterville, Maine

Member

1996 to 2008

Maine Association for Healthcare Quality, Portland, Maine

Member

2004 to Present

National Association of EMS Physicians, Lenexa, Kansas

Member

1998 to 2009

National EMS Management Association, San Diego, California

Member 2003 to Present

Society for Human Resources Management, Alexandria, Virginia

Member 1998 to 2007

COMMITTEE PARTICIPATION AND LEADERSHIP ROLES**American Society for Quality Healthcare Division, Milwaukee, Wisconsin**

Region 1 Councilor (CT, MA, ME, NH, RI, VT) 2006 to Present

Division Secretary 2007 to 2009

Internet Liaison 2007 to Present

Malcolm Baldrige National Quality Award, Gaithersburg, Maryland

Board of Examiners 2009 to Present

Kennebec Valley Emergency Medical Services Council, Winslow, Maine

Education Committee Chairperson 1995 to 1996

Finance Committee Chairperson 1996 to 1998

Quality Improvement Committee 1997 to 2005

Executive Committee Vice-Chairperson 1998 to 2000

Executive Committee Chairperson 2000 to 2002

Finance Committee Chairperson 2003 to 2005

Maine Emergency Medical Services Board, Augusta, Maine

Appointed by Governor Angus S. King to serve three consecutive terms 1996 to 2005

Maine EMS Awards Committee 1997 to 1999

Maine EMS Data Committee 1997 to 2000

Maine EMS Rules Committee 2001 to 2002

Maine EMS Quality Improvement Committee Chairperson 2002 to 2004

Maine Ambulance Association, Waterville, Maine

Board of Directors 1997 to 2005

Treasurer 1997 to 2005

National EMS Management Association, San Diego, California

Board of Directors 2003 to Present

Treasurer 2003 to Present

AWARDS AND HONORS**Service Recognition, Director of EMS**

Jun 1998

Redington-Fairview EMS

Service Recognition, Regional Council President

Jan 2002

Kennebec Valley EMS Council

Excellence in EMS

May 2006

Maine Emergency Medical Services Board

CONFERENCE AND ACADEMIC PRESENTATIONS**American Society for Quality, Milwaukee, Wisconsin**

Healthcare Division Speakers Bureau
<http://www.asq.org/health/speakers-bureau/>

EMS Expo, Las Vegas, Nevada

Establishing a Culture of Performance Excellence	Oct 2008
Have You Been QA'd?	Oct 2008
Expert Panel Discussion	Oct 2008

Kennebec Valley Community College, Fairfield, Maine

EMT-Basic Program, Principles of Quality Management	Jul 2007
Paramedic Program, Principles of Quality Management	Oct 2008

Redington-Fairview General Hospital, Skowhegan, Maine

Advanced Cardiac Life Support Program Instructor and Coordinator	1997 to 1999
Pediatric Advanced Life Support Program Instructor and Coordinator	1997 to 1999

MaineGeneral Medical Center, Waterville, Maine

Advanced Cardiac Life Support Program Instructor	1999 to 2004
Pediatric Advanced Life Support Program Instructor	1999 to 2004

Mid-Coast EMS Seminar, Rockport, Maine

Principles of Quality Management	Nov 2007
Establishing a Culture of Performance Excellence	Nov 2007
Have You Been QA'd	Nov 2007

National EMS Management Association, San Diego, California

NEMSMA Speakers Bureau

Western Mountains EMS Conference, Carabassett Valley, Maine

Principles of Quality Management	Apr 2007
Lessons Learned in Prevention Practices	Apr 2007
Have You Been QA'd	Apr 2007

PUBLICATIONS**BOOKS**

Dunwoody, W.H. (2005). **Chapter 10: Traditional Benchmarking in EMS.** In Swor, R.A., Pirallo, R.G. (Eds.). Improving Quality in EMS (2nd ed). pp. 175-188. National Association of EMS Physicians. Dubuque, IA: Kendall/Hunt Publishing Company.

BUSINESS PROCESS STANDARDS

AIAG/ASQ HCD Editorial Board. (2007). Business Operating Systems (BOS) for Healthcare Organizations – Requirements for Process Improvements to Achieve Excellence. Automotive Industry Action Group, Southfield, MI.

INDUSTRY JOURNALS

Dunwoody, W.H. (2008, January). **Quality Management in EMS: What Are We Really Talking About?** Journal of Maine EMS. Rockland, ME: Slingshot Media. pp. 23-25. Retrieved from <http://www.state.me.us/dps/ems/documents/newsletter/JoMEMSJanuary2008.pdf>

Dunwoody, W.H. (2008, April). **Designing for Quality in EMS.** Journal of Maine EMS. Rockland, ME: Slingshot Media. pp. 24-25. Retrieved from <http://www.state.me.us/dps/ems/documents/newsletter/JoMEMSApril2008.pdf>

Dunwoody, W.H. (2008, April). **Stop Blaming People for Mistakes (It Doesn't Make Things Better).** Best Practices in Emergency Services. San Diego: EMS Best Practices, Inc. Vol. 11, No. 4. Retrieved from http://www.emergencybestpractices.com/issues/11_4/columns/784-1.html.

Dunwoody, W.H. (2008, June) **Reduce Bad Outcomes by Minimizing Opportunities for Human Error.** Best Practices in Emergency Medical Services, Vol. 11, Issue 6. Retrieved from http://www.emergencybestpractices.com/issues/11_6/feature/813-1.html

Dunwoody, W.H. (2008, July) **Total Quality Management from a New Perspective.** Journal of Maine EMS. Rockland, ME: Slingshot Media. pp. 22-24. Retrieved from <http://www.state.me.us/dps/ems/documents/newsletter/JoMEMSJuly2008.pdf>

Dunwoody, W.H. (2008, October) **Maine Launches Patient Safety Initiative.** Best Practices in Emergency Medical Services, Vol. 11, Issue 10. Retrieved from http://www.emergencybestpractices.com/issues/11_10/feature/848-1.html

Dunwoody, W.H. (2008, October) **Improving Patient Safety Through Collaboration.** Journal of Maine EMS. Rockland, ME: Slingshot Media. pp. 18-19. Retrieved from <http://www.state.me.us/dps/ems/documents/newsletter/JoMEMSOctober2008.pdf>

Wingrove, G., Reinert, A. & Dunwoody, W. (2009, March) **Get Ready: Medicare is Changing the Way it Pays for Healthcare.** Best Practices in Emergency Medical Services. Vol. 12, Issue 3. pp. 33, 36. Retrieved from http://www.emergencybestpractices.com/issues/12_3/feature/908-1.html

MULTIMEDIA RESOURCES

Dunwoody, W. H. (2009) **Chapter 11: Traditional Benchmarking in EMS**. In Learner, E. G., Pirallo, R. G., Swor, R. A. & White, L. J. (Vol. Eds.) Evaluating and Improving Quality in EMS, Volume 3 of Cone, D. C., O'Connor, R. E., & Fowler, R. L. (Eds.). Emergency Medical Services: Clinical Practice and Systems Oversight (CD Series). pp. 131-139. National Association of EMS Physicians. Dubuque, IA: Kendall Hunt Professional.