

William H. Dunwoody**Curriculum Vitae**

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SUMMARY

A professional manager with over thirty years experience working and volunteering in the healthcare industry. Interested in contributing personal skills and knowledge to a progressive learning organization that is focused on playing a role in the improvement of global 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 employee 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, 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

Thomas College

Waterville, Maine

Master of Business Administration (MBA)

2001

Grade-point average: 3.93 on a 4.0 scale.

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

PROFESSIONAL LICENSES, CERTIFICATIONS AND SPECIALTY TRAINING

American Society for Quality

Certified Quality Improvement Associate #961

Certified Manager of Quality/Organizational Excellence #7545

Malcolm Baldrige National Quality Award, NIST, Department of Commerce

2009 Examiner Training

Federal Emergency Management Agency, Department of Homeland Security

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

Notary Public #39550

National Institutes of Health

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.
- Set an example of academic and professional integrity in the delivery of services and products,
- 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 organized these policies according to categories 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 Society for Quality	Milwaukee, Wisconsin
Member	1999 to Present
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
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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 Personnel and Finance Committee	1998 to 2005
Maine EMS Rules Committee	2001 to 2002
Maine EMS Quality Improvement Committee Chairperson	2002 to 2004
Maine Ambulance Association	Waterville, Maine
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Board of Directors	1997 to 2005
Treasurer	1997 to 2005
National EMS Management Association	San Diego, California
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Board of Directors	2003 to Present
Treasurer	2003 to Present

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

Redington-Fairview EMS	Jun 1998
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Service Recognition, Regional Council President

Kennebec Valley EMS Council	Jan 2002
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Excellence in EMS

Maine Emergency Medical Services Board	May 2006
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CONFERENCE AND ACADEMIC PRESENTATIONS

American Society for Quality	Milwaukee, Wisconsin
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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	Jul 2007
Principles of Quality Management	
Paramedic Program	Oct 2008
Principles of Quality Management	
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.