

DINESH J. JOHN M.D., M.M.M., F.A.C.P

HEALTHCARE LEADER SPECIALIZING IN QUALITY, SAFETY & VALUE

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EXECUTIVE SUMMARY

- Seasoned physician executive with a **track record of improving quality metrics & rankings** at academic medical centers
- Experience with securing federal grants & **operationalizing innovative clinical programs**
- Certified improvement coach who has worked on over **130 healthcare quality, safety & value-based initiatives**

CRITICAL SKILLS

TRANSFORMATIONAL LEADERSHIP

TEAM-BUILDING

COACHING & MENTORING

LEAN SIX-SIGMA PROCESS IMPROVMENT

EXPERIENCE

July '21-

Principal, Excel MD

- Provide healthcare consulting and expert witness services in the fields of quality, safety & value
- Provide inpatient hospitalist coverage as an independent contractor

May '20- Jun '21

Chief Quality Officer (CQO) & Assistant Vice-President for Quality

SUNY-Upstate Medical University Healthcare System, Syracuse, NY (UMU)

- Oversight of quality and safety for Upstate University Healthcare System, the premier academic health care organization in Central New York
- Led 'Tiger Teams' which improved key quality metrics, achieved significant cost savings, and improved predicted Vizient star rating to three stars
- Partnered with nursing to successfully apply for Magnet® recognition, the nation's highest honor for nursing quality and excellence
- Led UMU's COVID-19 Pandemic Response Team's Quality and Safety section
- Implemented 'Swipe Sense' Radio-Frequency Identification (RFID) hand hygiene monitoring and contact tracing system across three hospitals

KEY SUCCESSES-UMU

↓ MORTALITY BY 31.3%

MAGNET® RECOGNITION

REALIZED \$800,000 COST SAVINGS
BY AUTOMATING COVID-19
SCREENING

IMPLEMENTED SWIPESENSE® RFID
HAND HYGIENE SYETM

Jan 2018-

Clinical Associate Professor of Medicine, UMU

- Organize teaching rounds for residents & medical students on UMU hospitalist service
- Peer-nominated to Medicine Core Faculty & Faculty Educator Development Committee

Apr '11-Dec'17

Clinical Assistant Professor of Medicine, UMU

Jul '19-Apr '20

Associate Program Director, UMU Internal Medicine Residency Program

- Oversight of 35 medical residents- performance appraisals, wellness, mentorship

EXPERIENCE (contd.)

Jan '17-Apr '20

Physician Lead for Quality and Safety in Medicine (PL-QSM)

VA Medical Center, Syracuse, NY (VAMC)

- Chair of LEAN Value Stream Committee, whose efforts led to 34% reduction in hospital length of stay (LOS) and improvement in hospital quality rating to 4 stars
- Secured federal funding to operationalize 'Hospital in Home (HIH), a novel alternative to hospital admission

Nov '10-Apr '20

Hospitalist, VAMC

- Developed a nationally-certified clinical simulation program

Sep '14- Dec '15

President, Medical Staff, VAMC

Sep '12-Sep '14

Vice President, Medical Staff, VAMC

- Responsibilities included serving as a bridge between hospital administration & medical staff, organizing quarterly medical staff meetings & prospective physician interviews
- Challenged with a high Standardized Mortality Ratio (SMR), I created a top 12 documentation deficiency list (The 'Dirty Dozen') for the medical staff, which led to a 30% increase in weighted case-severity & reduction in standardized mortality by 19%

KEY SUCCESSES-VAMC

FINANCIAL IMPACT
OF PROJECTS ESTIMATED AT
>\$30 MILLION

↓ HOSPITAL LOS BY 34%

↓ HOSPITAL MORTALITY BY 19%

OPERATIONALIZED NOVEL
'HOSPITAL IN HOME' PROGRAM

EDUCATION

BACHELOR OF MEDICINE AND BACHELOR OF SURGERY (MBBS)

Government Medical College, Thiruvananthapuram, India

MASTER OF MEDICAL MANAGEMENT (MMM)

Heinz College, Carnegie Mellon University, Pittsburgh, PA

RESIDENCY

- Internal Medicine Residency, SUNY-Upstate Medical University
- Chief Residency for Quality & Safety, Syracuse VA Medical Center

SELECT CERTIFICATIONS

- Certified Professional in Healthcare Quality (CPHQ)
- Certified Physician Executive (CPE)
- Certified Lean Black Belt (CLBB)
- Distinguished Toastmaster (DTM)

PROFESSIONAL AFFILIATIONS

- American College of Physicians (ACP)
- American Association of Physician Leaders (AAPL)
- American Society for Quality (ASQ)