

# LISA GRIFFITHS

310-704-8556 | lisa.griffiths@vidvegroup.com

A leader for healthcare and social services organizations with a passion for developing strong relationships, building high-performing teams, designing implementable strategy, executing to meet or exceed plans, and using data-based critical analysis to drive performance improvement.

## EDUCATION

---

### MIT SLOAN SCHOOL OF MANAGEMENT

Cambridge, MA

*Masters of Business Administration*

Thesis "Profound Impact: Leadership Effectiveness and Organizational Transformation"

Co-President of Net Impact; Founding member of the Dean's Student Advisory Council; Project fellow: Global Health Delivery in Kyetume, Uganda

### UNIVERSITY OF CALIFORNIA, BERKELEY

Berkeley, CA

*BS Conservation & Resource Studies, International Development, Gender & the Environment*

## EXPERIENCE

---

### VENTURA COUNTY HEALTHCARE AGENCY VENTURA COUNTY MEDICAL CENTER & SANTA PAULA HOSPITAL

Ventura, CA

*Patient Services Manager (Position reclassified during tenure)*

May 2019-Nov 2020

*Senior Program Administrator, Regulatory/Patient Safety/Quality*

Led Patient Advocate team handling all inpatient patient grievances and reporting to senior leadership. Ensured regulatory compliance, Joint Commission survey readiness, California Department of Public Health (CDPH) licensing, and event investigation and follow-up

Created work plans, leveraged best practices, educated staff teams and led staff education and culture programs, including leading the Patient Safety Committee, and conducting employee "culture of safety" survey Debriefs, Just Culture initiatives and patient experience tools and grievance processes including leveraging HCAHPS & NRC data

Liaison with Risk Management and insurance providers for adverse event follow-up and ongoing risk reduction, safety and error prevention education and intervention programs

### THRIVE FAMILY CARE

Ojai, CA

*Licensed Administrator, Director*

2017-2019

Created, incorporated and launched a licensed RCFE (Residential Care Facility for the Elderly) board and care home for seniors, including recruiting, training and leading a staff team of 10, leading sales and business development, customer family satisfaction initiatives, and providing an active home with connected, compassionate 24-hour care in partnership with senior advocacy and care groups in the community

Early adopter of technologies to support high quality senior care, including monitoring, real-time data, and staff-and care-management strategies for small in-home environments

Active community leader in related senior care community groups, participate with hospice, home health, senior day programs, pharmacies, remote care providers and hospital networks to ensure care for seniors in our community

### DELOITTE CONSULTING

San Francisco, CA

*Senior Manager Strategy & Operations*

2014-2017

*Manager Strategy & Operations*

2011-2014

*Senior Consultant Strategy & Operations*

2009-2011

Defined, scoped and led C-suite level, complex process improvement and strategy initiatives to help pharmacy, healthcare delivery and health plan companies improve patient outcomes, core operational effectiveness, risk reduction, revenue and internal collaboration

Led extensive Project Management Offices (PMO) to design and implement process improvement initiatives across a variety of industries

Served as Chief of Staff for a senior healthcare industry leader; recruited, hired and led teams of 7-25, managing performance and serving as mentor, career and performance counselor

Specific engagements included:

- Led accumulator diagnostic and program management for a Fortune 50 Health Plan facing technology and process challenges requiring rapid remediation with impacts to 2-4 million members and upwards of \$1.5M in potential value captured through penalty avoidance
- Led initiative to identify areas of shrink for a Fortune 10 health and retail pharmacy company. Leveraged analytics to identify trends and created executive reporting infographics and education materials to recommend strategies for issue resolution with over 5b units in controlled inventory movements and potential implications to \$3m
- Led the project management office for a multi-million-dollar process improvement initiative for a major financial services firm navigating the sub-prime lending mortgage crisis, employing a Six Sigma-based change management methodology to create successful organizational change and to meet regulatory requirements
- Led the Sustainability & Climate Change pursuit team regionally, managing pursuit tracking efforts and participating in sales team initiatives to grow the practice

## **PLANNED PARENTHOOD LOS ANGELES**

Los Angeles, CA

### ***Director of Change Initiatives and Administration***

2006-2007

Managed team of six in employee retention and communications strategies based on the Great Place to Work Institute model, resulting in a 15 point decrease in employee turnover

Designed, recommended and implemented change management strategy to reorganize Executive support team and Human Resources, resulting in improved CEO time management and improved fundraising and strategic leadership effectiveness

Led agency strategic planning process, collaborating with senior leadership and board members to conduct agency-wide SWOT analysis, create a five-year strategic plan; facilitated agency-wide operational planning and board reporting processes, resulting in improved senior leadership accountability, compensation practices and performance management coaching

Received Planned Parenthood Vision Award 2006 for leading strategic planning for the affiliate

### ***Manager of Change Initiatives***

2003-2006

Proposed and implemented PPLA Orientation, a comprehensive program for 200+ employees

Received Planned Parenthood Excellence in Communication Award 2004, awarded to one of 250 employees

### ***Public Affairs Coordinator***

2001-2003

Maintained department budget and forecasted annual budget and staffing needs

Coordinated and conducted electoral work, including candidate interviews and political fundraising for 501c-4

## **ADDITIONAL EXPERIENCE**

---

Certificate in Diversity & Inclusion from Cornell University (Dec 2020)

Designed and implementing Anti-Bias Anti-Racism early childhood education professional development program for early childhood educators in the Ojai Valley

Facilitated and led the Strategic Planning process for the following organizations:

- *MEET (Middle East Education through Technology)*, Jerusalem, Israel
- *Kyetume Community Health Center*, Kyetume, Uganda
- *Planned Parenthood Los Angeles*, Los Angeles, CA

Board Member Planned Parenthood California Central Coast - Santa Barbara, CA

Board Member Secure Beginnings / Nan Tolbert Nurturing Center - Ojai, CA

Completed Coach U Core Essentials Coach Training program, including 125+ hours of class time, 30+ hours of mentor coaching and 40+ hours of experience as a coach

Intermediate Spanish-speaker, completed a sabbatical in Guatemala as a volunteer teacher