

James “Doug” Hawkins

BRG | Prism Healthcare

LaSalle Street, Suite 2900 | Chicago, IL 60603

610 4701 | O 312-610-4800 | M 214-676-6538

190 South

D 312

Direct: 214-676-6538

jhawkins@thinkbrg.com

SUMMARY

Douglas Hawkins is a healthcare professional with more than 20 years’ experience in long-term care facilities, emergency medical services, acute care facilities, ED physician practice management and corporate leadership roles. He is a lean operations expert who has worked with numerous hospitals to increase capacity and help organizations improve throughput, reduce costs and increase savings. Throughout his career, Doug has effectively planned, developed and implemented change processes to improve profitability, productivity and patient satisfaction.

Doug has served as a senior leader of lean operations for a multinational healthcare services company. In this role, he used his project management, process design and facilitation expertise to support the efficient and successful delivery of Lean Design engagements at more than 10 hospitals.

- Modeled and tracked cost savings, including increase in revenue for more than 25 hospitals, delivering \$42 million impact.
- Developed safe, efficient, high quality workflow designs in emergency departments, perioperative services and inpatient throughput environments.
- Identified opportunity and value through detailed MS-DRG management/analysis, including physician engagement; led teams in MS-DRG to drive revenue growth at numerous hospitals through physician-specific changes in practice variances.
- Trained and implemented change with nursing staff, physician staff and mid-level staff through evidence-based practice and education.
- Collaborated with C-level hospital executives to align physician practice with primary goals of hospitals.

EDUCATION

Master of Business Administration, Baylor University Hankamer School of Business

Bachelor of Science in Nursing, University of Texas at Tyler School of Nursing

Business Administration, Baylor University Hankamer School of Business

PRESENT EMPLOYMENT

Associate Director BRG Prism

PREVIOUS POSITIONS

Tenet Healthcare Corporation, Senior Director of Lean Hospital Operations
Tenet Healthcare Corporation, Director of Clinical Best Practice
Physicians Emergency Care Associated LLC, Vice President Operations/Clinical Liaison
City of Dallas Medical Response Team – Hurricane Katrina/Rita, Chief Nursing Officer
Methodist Medical Center, Emergency Room, Level III Staff RN, Shift Coordinator
Children’s Medical Center, Emergency Room, Level I RN, PRN

PROFESSIONAL AFFILIATIONS / CERTIFICATIONS

Nursing License, Texas
Certified Project Manager
Lean Six Sigma Black Belt Certification
Certified Professional in Healthcare Quality

CERTIFICATIONS

Member, American College of Healthcare Executives
Member, American Organization of Nurse Executives
Member, Emergency Nurses Association
Member, National Association for Healthcare Quality
Nurse Excellence Nominee 2005 Southwest – *Nurse Week Magazine*
EDS Byron Nelson Outstanding Volunteer 2006
DFW Great 100 Nurses Award 2005