

Jodi M. Hashimoto



SUMMARY

Jodi is a Partner at SH Consulting LLC. She has over 30 years of experience in healthcare consulting with an educational background in Industrial Engineering and Operations Research. Jodi has worked with healthcare organizations and government entities primarily in Hawaii on performance improvement, financial analysis, healthcare revenue cycle improvement, and system implementations. She has managed a wide array of projects working in collaboration with health care providers, such as the start-up of a statewide hospital data collection and reporting program, supporting a collaborative statewide community health needs assessment for private hospitals, and conducting healthcare workforce needs surveys.

WORK HISTORY

- SH Consulting LLC, 2003 to present
- Ernst & Young LLP and Cap Gemini Ernst & Young, 1993 to 2003

REPRESENTATIVE EXPERIENCE

Assessments, Data Collection, and Reporting

- Served as project manager for a statewide collaborative community health needs assessment for private hospitals. Developed RFP, led the selection process, facilitated the Steering Committee, and managed consultant and project activities.
- Served as the project manager to start-up a non-profit to collect, analyze, and disseminate statewide health information to support efforts to continuously improve the quality and cost efficiency of services in Hawaii. Worked closely with the system vendor and Hawaii hospitals to implement data collection and reporting tools. Set-up structure, including hospital agreements, charters, policies and procedures, data governance committee, and related documentation. Successfully transitioned to new Executive Director.
- Developed a survey to collect workforce data from employers on critical patient-facing professions in healthcare. Summarized and analyzed data collected, with the results published in the first of its kind report of Hawaii's healthcare workforce needs. Continue to perform this work bi-annually.

Performance Improvement

- Served as project director to perform a revenue cycle assessment of a large academic physician practice plan including documenting current state processes, performing a sample review of outstanding claims, facilitating work sessions to validate current state and gather improvement ideas, and identify and prioritize significant opportunities for improvement. Provided assistance with implementing improvements. Results included decreasing AR by over 100 days and improving the net collection rate from below 70% to over 90%.

- Worked with a large health system including a hospital and multiple clinics to develop future state processes for patient financial services in preparation for the implementation of an integrated clinical and billing system. Facilitated design sessions to incorporate leading practices and leverage the new technology. Developed future state processes, policies and procedures with desktop references, and provided training to staff.
- Worked with a large organization with multiple sites and operations in two states on a performance improvement project that included the design and implementation of 16 support services initiatives throughout the organization. Served as the team leader responsible for developing the design of two of the initiatives. Served as the implementation manager in partnership with a client executive at one of the sites to oversee the implementation of the 16 improvement initiatives. System-wide results included 28 days reduction in accounts receivable and cash improvement of \$94 million.

System Implementations

- Served as the financial lead for the implementation of a new electronic medical record system for a client with facilities on multiple islands. Worked closely with the vendor and client to set-up and build the system, plan for the transition of AR from the legacy system and manage the financial go-live activities for each facility. Although many go-lives occurred during the COVID pandemic, all financial functions were implemented on-time with no impact to billing and cash flow.
- Assisted an organization with multiple facilities throughout the state with the evaluation, selection and implementation of an electronic medical record system. During the evaluation and selection process, identified operational needs, facilitated work sessions to define requirements, developed an RFP, reviewed responses, facilitated vendor demos and conducted site visits. During the implementation, provided project management, worked side by side with the client on the system set-up and build, identified test scenarios, assisted with testing, developed revenue cycle processes and provided go-live support. The EMR system was implemented at all facilities and the client successfully transitioned from paper to electronic records.

AFFILIATIONS

- Healthcare Financial Management Association – Member, Hawaii Chapter Past President
- University of Hawaii Shidler College of Business Alumni Association Board - Director

EDUCATION

- B.S., Industrial Engineering and Operations Research, University of California at Berkeley
- M.B.A., University of Hawaii, Executive Program