



**Ann M. Richardson, MBA  
Founder & Principal Consultant**

**Healthcare Systems Transformation & Operations Consultant | Passionate Physician & Care Team Advocate | Fierce Patient Advocate | Systems Thinker | Innovator | Coach-Trainer-Facilitator | Mentor | Interim & Fractional Operations Leadership | Writer | Author | Speaker & Panelist | Podcast Guest**

Visionary healthcare administration Strategic Partner and Health Care Operations Transformation Consultant. Extensive experience in hospital systems and multispecialty medical group operational and financial leadership.

An innovative, creative thinker who leverages a consultative approach drawing on 25+ years of healthcare administration experience and a passion for leading multidisciplinary teams to assess and strategize processes for access to safe, timely, and high-quality care. A successful track record leading large hospital-based departments in academic medical centers and community hospital systems, including Anesthesiology, OB Gyn, Primary Care, Breast Center – Radiology & Breast Health, Surgery - General, Trauma & ACS, Vascular, Transplant, Endocrine, Surgical Oncology, and directing multispecialty group practices. Strong interest and ability to assess and evaluate technology along with key stakeholders to enhance and support clinical and administrative performance. A builder and promoter of clinical programs, creating an infrastructure, defining roles, and recruiting top-performing teams that uphold high standards of integrity and patient advocacy. A compassionate advocate, change management facilitator, trainer, mentor, and coach.

A clinically savvy, trusted partner committed to exceeding expectations, keeping physicians, providers, care teams, and patients' interests at the center of decision-making, and focusing on enhanced value; able to challenge authority to protect patients and care teams respectfully. A proponent for physician and care team advocacy to successfully implement patient-centric advocacy models of care. 'Big eyes and big ears' to uncover countless opportunities for improvement and engagement through a bottoms-up systems-based approach with the voice of the frontline workers directing and implementing the necessary changes utilizing select Lean methodologies.

Often referred to as the "Doctor Whisperer," given the ability to demonstrate the enhanced value of change to physicians and surgeons by fact-finding, listening, and gaining trust and respect.

Reach out to explore pathways towards improvement – Operations, Leadership, Revenue Cycle & Strategy.

Let us walk on the wild side together – the journey can unearth opportunities that make a difference.

It would be a privilege to work together with you and your team.