

VICKI HUNTING

4508 47th Street
Des Moines, IA 50310

(515) 988-8515
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CAREER SUMMARY

A Senior Quality Improvement Advisor, Project and Program Leader with experience planning, organizing, and managing resources to bring about successful completion of project goals and objectives while honoring project constraints to customers worldwide across several industries. Additional experience in creating process and relationship maps, providing day-to-day management for organizational performance (goal setting, progress review, and communication) data management/reporting, quality improvement and evaluation activities. Excellent organization, communication, and interpersonal relationship skills at all organizational levels. I have a passion for quality and ensuring the consumer receives the highest quality of services, I believe this is accomplished through family centered care and education.

EDUCATION

BA, Recreation, Programming, and Administration University of Northern Iowa Cedar Falls, IA

KEY SKILLS & SPECIALTIES

MS Office Suite, MS Project, and Project Server	Training and Education
Requirements determination & management	Project/Program Management
Dealing with rapidly changing priorities	Case Management and Testing
Science of Improvement	Issue & Risk Management
Model for Improvement/PDSA	Systems Analysis and Process Redesign
Quality Improvement Initiatives	Team Coaching
Process Improvement	Small and Large Group Facilitation

PROFESSIONAL EXPERIENCE

Hands & Voices Headquarters(H&V), Boulder, CO *May 2008 - Present*
Hands & Voices (H&V) is a non-profit, parent-driven organization dedicated to supporting families of children who are deaf or hard of hearing (D/HH). We are non-biased about communication methodologies and believe that families can make the best choices for their child if they have access to good information and support. Our membership includes families who communicate manually and/or orally. From American Sign Language (ASL) to cochlear implants, our organization represents people from all different approaches to, and experiences with, deafness or hearing loss. We have local Chapters comprised mainly of parents along with professionals. <http://handsandvoices.org/index.htm>

Director of Quality Improvement Data Collection/Analysis and Evaluation May 2017 – Present
Hands & Voices Family Leadership in Language and Learning (FL3) Center

The focus of this project is to ensure that Early Hearing Detection and Intervention (EHDI) programs (in U.S. States and Jurisdictions), supported by federal funding, use research-based concepts known to support families, parents and caregivers of deaf or hard of hearing (D/HH) babies, toddlers and young children identified through newborn hearing screening. We want "our kids" to reach optimal language, literacy and social-emotional development.

- Provide leadership and day-to-day management for organizational performance (goal setting, progress review, and communication) data management/reporting, quality improvement and evaluation activities.
- Oversees the design and maintenance of H&V Headquarters data; leading the requirements/data gathering, testing, data collection, analysis and program evaluation for metrics that are important to serving families who have children who are deaf or hard of hearing (D/HH).
- Ensures effective monitoring and evaluation systems throughout H&V HQ; its Programs and Chapters by ensuring that the information and analysis requirements of various programs, board, staff and chapters are met by measuring the effectiveness and impact of our work.
- Plans, organizes, directs and leads the quality improvement program for H&V; system design, reengineering, project management, quality improvement, outcomes measurement and data analysis.
- Co-authored a National Needs Assessment Report published in 2018. The needs assessment was designed as an in-depth examination of the needs of families who have children who are deaf or hard of hearing (D/HH), Early Hearing Detection and Intervention (EHDI) Programs in states and U.S. Jurisdictions, and Family-based Organizations (FBOs). Additionally, the report explores the organizations ability to work in partnership to improve family engagement in the EHDI system.

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Co-Director Chapter Support

May 2008 - May 2017

Chapter Support (part-time)

This work was shared with another individual Co-Director. Duties and schedule were shared to support individual Chapter startup and ongoing collaboration to building their local non-profit organization as an authorized Chapter of Hands & Voices. Grew the number of individual state/province Chapters from 14 in 2008 to 44 in 2017.

- Developed Quality Improvement (QI) program for H&V HQ. Includes creation of Driver Diagram and Change Package, templates and QI plan roll out to Chapters statewide.
- Develop and maintain policies and procedures for the headquarters organization
- Initiate and develop database solution for monitoring data on individual chapters; contacts, authorization dates, membership, families served, programs, finances, etc.
- Trained chapter leadership on 501c3 startup duties as well as Hands & Voices Basic training; We are Hands & Voices, Supporting Families Without Bias, The Art of the Story, The Role of the Parent Consultant, etc.
- Developed chapter Standard Operating Procedures manual to support chapters in balancing the planning of events and family support with the legal aspects, operational and business management responsibilities of operating and maintaining a non-profit organization (501c3 paperwork, By-laws, Articles of Incorporation, Board selection, etc.).

National Center for Hearing Assessment and Management (NCHAM)

May 2009 - Present

NCHAM is a research center at Utah State University and serves as the National Technical Resource Center (NTRC) for the implementation and improvement of comprehensive and effective Early Hearing Detection and Intervention (EHDI) systems. As a multidisciplinary Center, their goal is to ensure that all infants and toddlers with hearing loss are identified as early as possible and provided with timely and appropriate audiological, educational, and medical intervention.

- **Chair for Stakeholders' session during EHDI Annual Meeting** May 2009 – Present
Annual Planning Committee (part-time). This work coordinates a 90-minute meeting annually during the Annual EHDI meeting for 59 states and U.S. Jurisdictions (territories); communicating to all stakeholders, developing resources to assist state leaders in running their meeting, scheduling/assigning meeting spaces.
- **Quality Improvement Advisor** May 2014 – Present
For State and U.S. Jurisdiction EHDI Programs (part-time). Providing technical assistance and support to state/territory EHDI Programs by coaching them in The Model for Improvement/PDSA Cycles (a QI methodology).
- **Quality Improvement Advisor** Sept 2018 – Present
Federal Family Education in Newborn Screening Project (part-time). This work includes developing a programmatic strategy for training and coaching federal grantee project staff on QI methodologies. Providing training and coaching to Family Coaches and Ambassadors who will carry out the work of the Family Education project.

University of Iowa (UI), Division of Child and Community Health (DCCH), Des Moines, IA

May 2013 – October 2017

The University of Iowa DCCH provides Iowa's child health community with the necessary knowledge, skills, and resources to help all children achieve their optimal potential. The UI DCCH is a leader in health system integration and a strong partner with community-based systems of services, an effective advocate for health improvement at the state and national level and a leading partner in developing Iowa's pediatric e-health capabilities.

Quality & Operational Improvement Engineer

May 2013 – October 2017

Integrated Health Home (IHH)

The focus of this project was to integrate medical and behavioral care as well as other social support needs, with the intention of improving health through better coordination, communication, resource access, and health and wellness education and activities. This health home program was designed for Medicaid-eligible members with serious mental illness and children/youth with serious emotional disturbances.

- Provide technical assistance and training to over a dozen IHH behavioral health partner agencies in use of available health information technology resources in order to accomplish improved outcomes for families and increased office efficiency in areas of family-driven and youth-guided care, comprehensive coordinated care, engaged leadership, community partnerships, health promotion, data-driven infrastructure, and advocacy.

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- Design and deliver educational programs on day-to-day usage of quality improvement methodology; the Model for Improvement/Plan-Do-Study-Act (PDSA).
- Facilitate and implement quality and operational improvement initiatives and lead the design of learning and planning activities that result in improved pediatric mental health and other health-related systems of care.
- Facilitate the development of charters, aims, and measures with IHH behavioral health partner agencies on topic areas including but not limited to family-driven and youth-guided care, comprehensive coordinated care, engaged leadership, community partnerships, health promotion, data-driven infrastructure efforts, and advocacy.
- Lead, mentor and coach quality improvement teams to implement new or modified processes and teach advanced quality improvement techniques.
- Work with practices on quality improvement activities, utilizing evidence-based approaches to facilitate quality and performance improvement work in health care; with a focus on improved patient outcomes, increased patient, provider, and health care team satisfaction and efficiency within the practices.
- Develop, conduct and lead continuous quality and operational improvement to advance efficiency of operations, tools, services and/or processes within CCHII.
- Responsibilities include applying process improvement and management engineering concepts, designing data collection and analysis processes, managing projects or aspects of projects, providing training (in-person or via webinar), education and technical assistance to define, shape, and drive improvement consistent with the mission, vision and values of CCHII.

Child Health Specialty Clinics (CHSC), Des Moines, IA

2009 - 2013

The University of Iowa, CHSC's mission is to improve the health, development, and well-being of children and youth with special healthcare needs in partnership with families, service providers, communities and policy makers. CHSC serves Iowa children and youth birth through 21 years of age that have a chronic condition, or an increased risk for chronic conditions, or a need for special services. My work at CHSC centered on these specific programs; Early Hearing Detection and Intervention (EHDI), Family to Family Health Information Center (F2F HIC), and Partnership to Improve Child Health in Iowa (PI CHI).

Responsibilities across all CHSC projects include:

- Lead, direct, plan, and implement all aspects of 3 projects requiring coordination with diverse resources and functional integration with many different stakeholders
- Execute project work plan and ensure goals and objectives are met, identify and handle risks, issues and scope changes.
- Provide functional supervision of staff and coordinate stakeholders internal and external to the projects.
- Monitor and manage monthly budget and actuals to meet project goals, report performance to federal funding sources, and develop strategies for budget priorities.
- Coordinate and assure applicable compliance standards are met and maintained.
- Implement, facilitate and evaluate initiatives to improve organizational efficiency.

Project Director

2009 – 2013

Early Hearing Detection and Intervention (EHDI)

- Federally funded grant from Department of Health and Human Services (DHHS), Health Resources Services Administration (HRSA), Maternal and Child Health Bureau (MCHB)
- Annual budget of \$300,000 for three years
- Participated as Project Leader for Institute for Healthcare Improvement (IHI), National Initiative for Children's Healthcare Quality (NICHQ), Newborn Hearing Screening project. Lead team meetings, gathered, tracked and analyzed data for 10 quality improvement measures for 12 months of the project, produced status reports and created presentations and posters to show status of work. Liaison between Iowa EHDI team and IHI Faculty.
- Participated in Science of Improvement project with Unity Point/Iowa Health System (IHS) Learning Improvement Network. Applied the Model for Improvement as a framework for quality improvement to develop, test and sustain reliable improvements in Newborn Hearing Screening. Utilized PDSA cycles to test changes on small scale. Created and presented scientific poster on results of work at IHS annual Leadership Symposium. Earned Improvement Advisor Certification.
- Created functional process map of referral/follow-up processes for newborn hearing screening. Process map included seven different stakeholder groups that interact to ensure EHDI 1-3-6 goals are met. This map was used to improve our short-term follow-up processes.

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- Utilized Model for Improvement to accelerate improvement; What are we trying to accomplish? How will we know a change is an improvement? What changes can we make that will result in Improvement? PDSAs to test in implement changes in real work settings.

Project Director

2009 – 2010

Family to Family Health Information Center (F2F HIC)

- Federally funded grant from Department of Health and Human Services (DHHS), Health Resources Services Administration (HRSA), Maternal and Child Health Bureau (MCHB)
- Annual budget of \$95,000 for three years
- Convened a large group of over 20 different family support organizations to form Family to Family Iowa (F2F Iowa), a statewide network of Family Navigators who provide assistance to families of children with special needs (developments, behavioral, emotional, physical) at no cost to families.
- Created project wiki space so that stakeholders had a place to share/store documents and all electronic media.
- Implemented use of GoToMeeting/GoToWebinar, a web conferencing application to enhance communication of statewide participation in meetings and training.
- Conducted regular monthly stakeholder meetings to work on project goals and objectives
- Designed comprehensive spreadsheet for data collection and consolidation of data elements to enable reporting of F2F Iowa data to federal funding source.

Project Director, Improvement Advisor

2010 – 2012

Partnership to Improve Child Health in Iowa (PI CHI), Late Preterm Infant Project

- Project initially funded through American Recovery and Reinvestment Act (ARRA) funds from Iowa Department of Education (early Childhood Bureau) and The Iowa Council on Early ACCESS (IDEA/Part C).
- Initial project budget of \$100,000.
- Organized a large group of participants to form PI CHI. PI CHI will strengthen the System of Care so that all Iowa's children and adolescents will receive the highest quality of health care possible. This will enable improved outcomes to help children and adolescents: develop and realize their potential; satisfy their needs; and help them to work successfully together with the professionals who interact with their families.
- Coordinated stakeholder meetings, communicated status and managed all aspects of the Improvement Partnership (IP).
- Co-authored comprehensive report "*Improving the System of Care for Iowa's Late Preterm Infants*" to funding source at end of project that included current situation on Late Preterm Infants, needs assessment, resources, and recommendations for continuation of work to create a System of Care to ensure seamless, effective, efficient, family centered transition's and linkages to medical homes/neighborhoods and needed services for late preterm Infants.

EARLY CAREER SUMMARY (Prior to 2004)

EDS, an HP company, Plano, TX

Electronic Data Systems (EDS), an HP company, was a leading global technology services provider delivering business solutions to its clients. As a business unit of HP's Technology Solutions Group, EDS delivered one of the industry's broadest portfolios of information technology, applications and business process outsourcing services to clients around the world.

Senior Project Leader, SME (EDS Internal; Applications Engineering Toolkit, Virtual)

Led virtual project team of six world-wide resources to migrate the US based Microsoft Project Server Production Support operations to India, including identifying deliverables and assets to be migrated. Provided software contract support to organizations that use Application Development software.

- Maintained and developed internal EDS relationships with Supply Chain Management and Global Software Group for software contract management.
- Led a project team of up to eight world-wide resources to create standardization of license allocation and usage reporting data from nineteen different tools from various repositories into a single repository used to enable license tracking, billing, reporting, and consistent metric deliverables.

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Senior Project Leader (EDS Internal; Applications Engineering Toolkit, Project InVision Programme; Virtual)

- Served as Implementation Project Leader for over 50 deployments of a web-based project and portfolio management application worldwide:
 - Evaluated potential organizations for deployment of the application and consulted with them on functionality.
 - Communicated corporate direction and pre-defined configuration standards to meet corporate requirements.
 - Delivered training, consulting, and mentoring based on customer needs.
- Developed and monitored project plans and schedules; managing scope, baselines, resource effort and due dates.
- Managed, resolved and escalated project issues and risks, and communicated to appropriate leadership in a timely manner.
- Co-authored “Using Microsoft Project with Project InVision” for EDS specific Reference Guide.
- Acted as Testing Coordinator for web-based project and portfolio management application releases and upgrades for all test cases, through three rounds of complete regression testing overseeing 16 resources.
- Responsible for Microsoft Access Test database of 1500 test cases.

EDS, an HP company, Plano, TX

Consultant; Travel Agency Start-up, Project Leader

(Travel & Transportation Industry)

- Performed complex process analysis across all functions of a Travel Agency Central Services Operations; International Rate Desk, Customer Response Center, and 24-hour Emergency Desk documenting existing processes and making recommendations on best practices to optimize operational effectiveness and cost savings while not interrupting the day to day operations.
- Managed business process re-design project for a 24-hour Travel Agency Emergency Services area.
- Gathered and documented travel industry market trends, measured and monitored processes, and implemented strategic direction for the Travel Agency Central Services Operations area.
- Participated in a collaborative effort with a cross functional team of operational and technical resources to complete initial business design for a new travel reservation front end utilizing a Joint Application Development/Rapid Application Design (JAD/RAD) methodology.

Project Leader, Metrics Administrator, Financial Analyst, Property Manager

(Corporate Travel Services)

- Coordinated input from three departments during annual budget cycle for \$7 million EDS Corporate Travel operation.
- Directed travel management team in development of managed travel reporting packages for use by EDS Business Unit leaders to monitor their travel spending.
- Responsible for collection, consolidation, and analysis of EDS’ \$100 million Global booked and spent Travel & Entertainment expense data.
- Coordinated Property Management for EDS Corporate apartments - 1100 beds/250 apartments.
- Prepared, submitted, and explained variances of monthly profit and loss statement for \$5 million Corporate Apartment set-up, including Cost/Occupancy/Savings reports.
- Participated in setup, development, and implementation of corporate apartment policy and procedures.

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PUBLICATIONS

Waldron, D., Ricketts, A., Hunting, V., (2011). Improving the System of Care for Iowa's Late Preterm Infants: A Report to Iowa Department of Education and the Iowa Council on Early ACCESS. [Click here to see the report.](#)

Ward, A., Hunting, V., Behl, D., (2018). National Needs Assessment: An in-depth look at the needs of families with children who are deaf or hard of hearing (D/HH), family-based support organizations (FBOs), and state/territory Early Hearing Detection and Intervention (EHDI) programs in their ability to work in partnership to improve the EHDI service system. [Click here to see the report.](#)

Hunting, V., DesGeorges, J., (2018). Hands & Voices EHDI 1-3-6 Family Survey Report and Infographic: Gathering parent/caregiver feedback about their awareness of Early Hearing Detection and Intervention programs and enrollment into Early Intervention. [Click here to see the report.](#)

COMMUNITY INVOLVEMENT

IOWA HANDS & VOICES, Des Moines, IA

2004 – Present

Board of Directors (Volunteer, non-profit, 501c3 organization)

- Iowa Hands & Voices is a non-profit, local chapter of the Hands & Voices Headquarter organization. <http://iowahandsandvoices.org/>
- Founding member and past President of Iowa Hands & Voices, an organization that supports families who have children who are deaf or hard of hearing (D/HH).
- Experience in setting up a non-profit organization including; preparation of IRS 501c3 paperwork, Articles of Incorporation, By-laws, Board development, and organizational strategic planning.
- Designed initial finance tracking spreadsheets to track expenses and income; memberships, donations, grants, etc.
- Presenter at State and National conferences on experiences working with families who are D/HH.
- Participate as Iowa representative on several initiatives around newborn hearing screening and importance of early intervention.