

Clare McFrazier

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Bellingham, WA

Project Management | Process Improvement | Data Analysis | Root Cause Analysis

PROFESSIONAL SUMMARY

Collaborative, focused, and results driven; I think strategically and execute tactically to effectively manage programs, process, projects, research, data analysis, teams, training, and quality. Experienced and insightful in synthesizing data (VoC) and improvement efforts with business goals and organizational vision.

KEY SKILLS

Empathy	Systems thinking/design	Continuous Process improvement
EPIC Certified	Effective Servant Leadership	(KPI) Design & Analysis
Empowering Teams	Customer/Patient Experience	Process mapping
Facilitation & Training	Data Analysis & Context	LEAN Six-Sigma Certified
Project Management	Process Design	Current state evaluation

EDUCATION

UNIVERSITY OF WASHINGTON (3):

- Lean Six Sigma Certificate (2018)
- Project Management Certificate
- B.A. Psychology

PROFESSIONAL EXPERIENCE

Sologic LLC | Root Cause Analysis Instructor / investigator

2021 – Present

Sologic is an industry leading root cause analysis company and software developer.

- Facilitate multi-day group training sessions virtually or in-person on structured problem-solving methods
- Design instruction materials and engagement strategies based on client feedback data
- Collaborate with development team to improve AI cause pattern algorithms and UX experience
- Produce website content including RCA learning & tool comparison e-books and webinars.
- Engage clients to assess software and method success, design customized, targeted solutions as needed

PeaceHealth | Revenue Cycle Systems Analyst

2017 -2021

Highly variable role including interim informaticist as needed, working across revenue cycle to: improve processes; manage cross functional projects; implement training initiatives; collect and analyze patient/employee experience data; integrate of new policies into existing workflows; identify/design/analyze success metrics (KPI); advising leadership strategy for mission and vision alignment.

- Analyze adverse events to identify root causes, develop immediate risk mitigation, and long-term solutions
- Document user interaction with system/technology and process to understand frustrations and variations
- Analyze data from QR audits, configured reporting and integrated results in Tableau dashboard for review
- Contextualized metrics to evaluate performance, illuminate value, and advise leadership on strategy
- Produced process re-designs by leveraging technology, developing tools, and eliminating waste
- Built consensus among cross-functional teams to successfully manage multi-year projects
- Managed EPIC decision tree project for 4 specialties across 3 regions to decrease errors by 35%.
- Fostered safe, empathetic communication with individuals and teams to discover nuanced obstacles
- Tested new EMR software build with users and develop training to integrate new build with existing workflows
- Developed surveys and analyzed results across the revenue cycle caregiver user population

PROFESSIONAL EXPERIENCE (CONT.)

Pacific I.T. Support | Director of Operations

2010 - 2017

Building teams, engineering processes, managing projects, and creating a culture of continuous improvement as well as interfacing with clients to listen to their needs and feedback so that we could connect improvement actions to data

- Managed multiple Network infrastructure and IT process change projects.
- Built and developed administrative and technical teams to successfully deliver service standards
- Negotiated client contracts and drafted service level agreements for attorney approval
- Built community partnerships with local schools and non-profit organizations to mentor youth in technology
- Successfully created a robust and nimble continuous improvement culture, with empowered partners and team members, who are confident in the value of both their work and their ideas for change.

Four Seasons Resort Maui at Wailea | F&B Department Supervisor

2007 – 2009

Bridged the space from executive leadership to front-line managers and teams by translating business and metric goals into actionable improvement or training plans to achieve industry defining guest service standards.

- Developed improvement opportunity strategy for leadership from employee survey feedback data.
- Re-designed and delivered rigorous training to prepare teams to achieve exceptional customer service standards
- Analyzed VOC data from multiple sources to present data driven improvement options to leadership
- Transformed leadership goals into team action plans with defined metric success tracking
- Designed and implemented the *Intuitive Service* training module with 20% increase in guest feedback scores

SEATTLE CHILDREN'S | Patient Care Coordinator

2001 – 2004

This pivotal role introduced me to and then immersed me in process analysis, improvement, and implementation.

- Assisted in facilitating a Kaizen event and the multiple rounds of feedback + design review which followed
- Our improvement design, creating a multi-clinic centralized service center, won executive sponsorship
- Excelled as part of this centralized service project team through testing, pilot, and into operation

INTERESTS & COMMUNITY

- Staying busy, healthy, and inspired: Hot Yoga, hiking, live music, travelling, house DIY projects, street art
- Connected: Our family is actively engaged in local Diversity, Equity, Inclusion & Belonging (D.E.I.B.) work
- Lifelong learning: Currently ½ way through my Google UX design certification.



PROJECT MANAGEMENT CERTIFICATE



LEAN/SIX SIGMA MANAGEMENT CERTIFICATE