

HANNAH D LITTLE

EDUCATION

Doctor of Public Health, Health Policy and Management (expected 2022)

Johns Hopkins University

Master of Health Administration

University of Kentucky – 2014

Bachelor of Arts, Economics

McGill University – 2008

PROFESSIONAL EXPERIENCE

UNC Health Care – Chapel Hill, NC

2017 - Present

Associate Chief for Administration – Divisions of Pulmonary and Critical Care Medicine and Infectious Diseases Medicine

- Oversee the financial and administrative activities of both divisions, which combined support 109 full time faculty, two outpatient clinics, two inpatient wards, and the medical intensive care unit.
- Prepare and maintain annual budgets with over \$19 million dollars in revenue, including clinical net patient revenue, sponsored research funds, and contractual income.
- Oversee the development and deployment of clinical metrics and reporting, including patient billing, to ensure accuracy and assess opportunities for improvement.
- Develop strategic goals for the Divisions in conjunction with the Division Chiefs, including provider productivity, expanding clinical programming, and research funding.

Centers for Medicare and Medicaid Services - Baltimore, MD

2017

Health Insurance Specialist - Centers for Consumer Information and Insurance Oversight

- Developed business requirements and operational procedures for software development related to conducting risk adjustment data validation for insurance issuers participating in ACA-RADV.
- Reviewed and revised policy and protocol documents related to ACA-RADV operations.
- Developed and conducted trainings for issuers and auditing entities related to ACA-RADV.

Johns Hopkins Medicine - Baltimore, MD

2014 – 2017

Division Administrator – Division of Hematology (Dec 2015 – Feb 2017)

- Managed the financial, research, and administrative activities of the Division of Hematology, which supports 15 full-time faculty and delivers over 10,000 outpatient and 5,000 inpatient visits per year.
- Prepared and maintained an annual budget with over \$9.5 million dollars in revenue (clinical and research-related) and developed strategies to improve the financial health of the division.
- Redesigned outpatient scheduling procedures to improve patient access. Reduced the patient wait list by 60% and the median days to new appointments by 2.5% while maintaining volume.
- Designed operational and financial reports and dashboards using Epic and billing databases to drive access and other operational improvement efforts.
- Analyzed electronic billing records to identify and correct errors. Returned nearly \$100,000 in revenue that had been incorrectly routed to external departments.
- Worked with the Department of Medicine to allocate clinic and research space. Initiated a revised allocation methodology that allowed advanced practice providers to rotate clinic space to improve space utilization.

HANNAH D LITTLE

Project Administrator - Johns Hopkins Medicine International (Sep 2014 – Dec 2015)

- Led and supported projects to improve financial and clinical performance of the International Patient Services division. Developed metrics and dashboards to facilitate improvement efforts.
- Co-managed the development of, and successful transition to, a new Salesforce Customer Relationship Management software system to track and manage the coordination of international patients. Translated complex operational processes into system process requirements. Effectively assisted the business line with change management in order minimize disruption and ensure sustainability of new program.
- Launched quality assurance program to introduce continuous process improvement, reduce appointment gaps and length of stay, and decrease patient and payer complaints. Additional projects included: revising the financial approval and clearance process for Embassy-sponsored patients to improve turnaround time; performing root cause analyses for irregular patient visits; and developing training programs for new operational processes.

American Hospital Management Company - Riyadh, Kingdom of Saudi Arabia

Jun – Aug 2014

Director of Quality and Projects (Interim) - Al Jazeera Hospital

- Oversaw the Quality Department for a private 80-bed medical and surgical hospital during the final three months of hospital's management contract with AHMC.
- Designed and implemented a new incident reporting and investigation system, improving organizational response to adverse events in a timely manner to prevent recurrence.
- Managed infection control program, improving medical waste disposal processes for surgery and obstetrics departments.

UK HealthCare - Lexington, KY

2013 – 2014

Executive Operations Coordinator - Eastern State Hospital (Aug 2013 – May 2014)

- In conjunction with the ESH Chief Administrative Officer and Executive Team, assisted in strategic planning and operational development of the hospital. Successfully managed projects related to including finance, clinical operations, quality improvement, accreditation and marketing.
- Oversaw the review and revision of nearly 300 hospital policies to ensure compliance with Joint Commission and Centers for Medicare & Medicaid Services standards.
- Helped coordinate the relocation of patient units from the existing facility to the new hospital building and completed the move without incident.

Special Projects Coordinator – Eastern State Hospital Project (Jan 2013 – Jul 2013)

- Assisted the UK transition team as they assumed management of Eastern State Hospital, a state-owned inpatient psychiatric hospital, and relocated the facility to a new building.
- Served as a reference for all aspects of the project including relevant data collection, internal and external communications, and clinical workflow development.
- Acted as the hiring official for new hospital employees during the transition.
- Facilitated the development of a two-day orientation and training curriculum for 500 employees.

Medley Global Advisors – New York, NY

2009 – 2012

Marketing and Communications Manager, Research Assistant

- Developed the organization's first communications department.
- Completed a rebranding for the organization and launched the newly designed marketing materials at the company's first full day conference. Coordinated logistics and press access for the event.
- Maintained consistency for all corporate branding materials, including graphics and written content.
- Conducted supporting research for analysts covering U.S. and international macroeconomic policy.

-

HANNAH D LITTLE

TEACHING EXPERIENCE

Durham Literacy Center

Adult Literacy Tutor - Volunteer

2017-2018

- Provided one-on-one instruction for adult learners in the areas of reading and writing.

Kaplan Test Prep

Teacher and Tutor

2008 - 2014

- Taught test preparation courses for the SAT, ACT, GMAT (verbal section), and MCAT (verbal section) on-site and through online learning platforms. Class sizes ranged from 10-50 students per course.
- Administered and graded practice exams and homework. Worked intensively with tutoring students on essay writing for entrance exams and college-level coursework.

PROFESSIONAL AFFILIATIONS AND ACTIVITIES

University of Kentucky MHA Advisory Board (2016 – Present)

Alliance for Academic Internal Medicine (2016 – Present)

American College of Healthcare Executives (2012 – Present)

PUBLICATIONS

Horner, R. H., Ward, C. S., Fixsen, D. L., Sugai, G., McIntosh, K., Putnam, R., & **Little, H. D.** (2018). Resource Leveraging to Achieve Large-Scale Implementation of Effective Educational Practices. *Journal of Positive Behavior Interventions*. doi.org/10.1177/1098300718783754

LICENSURE

Emergency Medicine Technician (P533376, North Carolina, Exp. 02/2025)