

Alicia Jones, DO

Get to know Family Physician Dr. Alicia Jones, who serves patients in South Euclid, Ohio



New York City, New York Feb 24, 2022 ([Issuewire.com](https://www.issuewire.com)) - Dr. Alicia Jones is a current student of the Harvard Medical School's Global Health Leaders Program for the next step in health care delivery in the 21st century. She is a graduate of the Philadelphia College of Osteopathic Medicine where she also earned a fellowship in geriatric medicine, highlighting the disparities present in poor underserved minority populations. Dr. Jones was born and raised in Philadelphia, Pennsylvania where she also assisted in opening a clinic in North Philadelphia to tend more directly to the needs of her community.

Dr. Jones is a geriatrician with more than 20 years of clinical experience and 10 years of experience as a Subject Matter Expert in delivering innovative health solutions to complex organizational issues. She is a skilled professional with talent in strategic business process management, quality assurance, and process improvement. In the past, she has used these skills to evaluate patient accessibility in the Veterans Administration, to assist in the formulation of a system readiness program for Anthrax emergencies with the Department of Health and Human Services (DHHS), and to assess the clinical appropriateness of the ASPAR emergency system for the HHS. For this effort focusing on the Organizational Change Management System, Dr. Jones is a Physician and Lean Six Sigma Master Black Belt with over \$15 million in operational savings and experience with senior leadership in analyzing and leveraging operational and financial data. Her experience in health innovation has led her attention to initiating areas of change in health disparities as they exist with seniors and veterans.

Over the past two decades, Dr. Jones has had the opportunity to lead several health initiatives that ranged from clinical process improvements to training large hospital systems in improvement methodologies using Lean and Six Sigma. She has also led projects directed at access to healthcare for underserved populations. For example, under CMS's Project TCPI, she worked on various health policy initiatives to address disparities and transformation of access to care. In addition to the previously mentioned work, Dr. Jones was a practicing clinician with a specialty in geriatrics and family medicine with a passion for serving her community.

Her leadership experience in projects focused on improving patient care led her in the direction of Lead Clinical Strategist within her current program. She focuses on data to prove value-added approaches to improve quality initiatives. This data-driven approach combined with her clinical expertise has afforded her insights into a broader view of an organization's industrial dynamics and impact both current and forward reaching.

Throughout Dr. Jones' career, she has had a personal focus on healthcare disparity and appreciates opportunities to work within a forward-thinking organization to combine with advanced thinking and technologies to push the health industry forward.

She has interfaced with Key Decision Makers to drive strategic change management and completed enterprise projects with the DoD/Defense Health Agency, Health, and Human Services, Center of Medicare and Medicaid, and FDA in Health Disparities and Transition of Healthcare Service, in the Veteran Health Administration. She has also served as a Lean Coach at Johns Hopkins/Sibley Memorial Hospital focused on Cost Savings Initiatives for the hospital.

A summary of her Key Projects with associated value in cost savings include:

- HHS/ASPAR Project addressing Anthrax emergencies – \$2M in savings and cost-avoidance;
- Army C12 program (TBO) Turn Around Repair Options – \$4M direct cost savings and 22% reduction in turnaround time;
- Part of Sibley Memorial's Continuous Process Improvement Group in which she led and coached over 20 projects with cost-saving reductions of over \$3M dollars;
- Led the Veterans Health Administration Project Diffusion Hub Initiatives which saved \$500K in cost avoidance and increased productivity by 15%;
- Director of CMS (TCPI) Project working on Medicare cost savings improvements and Payer Payment Reimbursement model with 6M indirect cost improvement and \$2.3 M for revenue generation;
- Coached and led 6 projects at the Department of Labor with a potential savings of \$850K.

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