

**Tim Prince, MHA, FACHE**

Senior Advisor, Findorff Strategic Insights, Madison

Joined ACHE in 2003

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**Why would you like to serve on the Chapter Board?**

I enjoy the opportunity to support ACHE Wisconsin in being a meaningful professional conduit for health care leaders. I enjoy being part of the volunteer effort to support our profession and its established and emerging leaders.

**Prior board or volunteer experience**

ACHE Wisconsin Program committee 2009 - 2014; ACHE Board 2017-2019; ACHE Wisconsin Annual conference and educational sessions facilitator and presenter, multiple sessions 2010 - 2019. American Heart Association - Madison Board, 2014-2019

**What do you feel you can offer to this board that will assist in achieving the mission of the chapter?**

I believe that my 25 years experience in the healthcare industry provide a strong foundation for aiding the career support efforts of ACHE. Further, having 10 years experience as a health system executive and 15 years experience in consulting and advising to the industry I believe my broad perspectives are helpful to the effort.

**Please list 4 points relative to your healthcare experience to include on the ballot**

- 10 years' experience in Clinical, Strategic and Program leadership within hospitals and health systems
- 15 years' experience in consulting and advising to the industry
- Successful track record as a mentor to emerging leaders
- Broad experience across functions, geography and projects

**Indicate areas in which you are interested in working:**

- Programming/Education
- Membership
- Sponsorship
- Leadership Development Program
- Communications/Social Media

**SUMMARY**

Successful operational and strategic leader with specific expertise in connecting patient experience with functional program implementation and management. Key attributes include: proven success in clinical operations and project management; purpose driven, results-oriented leadership; and, creative and collaborative innovator who works well with teams to successfully translate ideas into results. I strive to work with an engaged team of diverse thinkers to achieve results that make a difference to patients, staff and the organization.

**EXPERIENCE SUMMARY:**

**Senior Advisor, Strategic Alignment**

**Findorff Strategic Insights  
J.H. Findorff & Son  
October 2011 – Present**

Findorff Strategic Insights is the strategic advisory division providing professional consulting services on strategic intent, operational planning and project management for major healthcare facilities projects. As Senior Advisor, I lead project teams consisting of both internal and external members to guide their efforts to shared success. Employing innovative operational re-design, lean techniques, and experience-based patient experience planning, I guide health care organizations to achieve their project goals by making sure there is alignment among strategy, operational intent, patient flow planning and efficient operational design.

■ **Projects:**

- Project leadership, alignment and operational planning for a greenfield hospital for a major university health system, including leadership in 3P planning process, lean technique patient flow planning, and patient and family advisor planning involvement.
- Led patient experience planning for operational activation activities for multiple facilities, including process redesign and operational flow mapping.
- Lead strategic planning and assessment to support facility “backfill” planning for a community hospital following activation of a new facility and incorporating new process flows.
- Lead Strategic Master Planning engagement for hospital and health system clients.
- Provide consulting and advisory services for new facility activation planning.
- Lead internal corporate strategic planning and operational innovation efforts.

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**Vice President, Strategic Services**

**KLMK Group, Inc. (Now CBRE)  
January 2011 – October 2011**

KLMK Group, Inc. (KLMK), now the healthcare arm of CBRE, is a leading provider of innovative facility solutions to healthcare owners. The focus of the firm is to provide objective strategic advice to support planning, construction and transition of healthcare capital facility project. Key successes:

- Developed and implemented strategic services and facility activation business unit and facilitated program and project management advisory services.
- Led strategic readiness assessments for clients' plans to launch capital facility projects.
- Led strategic visioning efforts for clients to refine and focus operational service line and functional planning to support facility planning needs and objectives.
- Led transition planning and operational readiness engagements to assist clients in taking advantage of the facility investments they have made.

### **Hospital and Health System Executive Leadership Experience:**

**Vice President, Business Development  
and Clinical Centers of Excellence**

**Meriter Hospital/Health Services  
2009 –2010**

Meriter Hospital is a 448-bed not-for-profit community teaching hospital that provides comprehensive health services for residents of south-central Wisconsin. It is a major teaching affiliate of the University of Wisconsin and is the fifth largest hospital in Wisconsin. Meriter Health Services includes Meriter Hospital, Physician's Plus Insurance Company (110,000 covered lives), Meriter Medical Group, and Meriter Home Health.

- Major responsibilities and accomplishments:
  - Implemented new planning process and established new system strategic vision and long-range plan as well as a new, tactical and measurable annual operating plan.
  - Established business plans for Meriter Medical Group and service line specific plans for orthopedics, heart/vascular, women's services and gastrointestinal services.
  - Developed a new process for defining the strategic platform for facility projects and major capital investments.
  - Directed new brand platform and messaging development to link brand to Vision and strengthen brand awareness in the community.
  - Oversaw Meriter's Heart & Vascular Hospital, Orthopedics and Neuroscience Center and Digestive Health services.
  - Led business and service-line planning, market assessment analyses.
  - Led strategic planning and marketing & branding for the hospital and system.

**Vice President Planning, Marketing,  
Development and Ancillary Services**

**Mercy Hospital / Mercy Health System of Maine  
2001 –2008**

Mercy Hospital is a 230-bed hospital with three acute care campuses and two urgent care facilities. The System also includes VNA Home Health and Hospice, The Recovery Center and Mercy Medical Associates, with employed physicians in 9 locations.

■ Major responsibilities:

- Facilitated Board, Executive and Medical Staff-driven strategic planning, clinical program development plans and physician network development strategy.
- Led strategic analysis and assessment of volume, market and demographic data.
- Led annual capital equipment planning and expenditure process and assured spending matched program and service line investment plans.
- Provided operational leadership for implementation of strategic plans and clinical programs, including heart/vascular services, breast health and hematology/ oncology program, inpatient and outpatient imaging services, physical rehab services, behavioral health services and laboratory services.
- Shared executive leadership responsibilities for implementation and oversight of Service Excellence patient experience program for the system
- Planned and implemented new campus/facility replacement project as well as facilitated strategic basis for regional ambulatory services development projects.
- Led team of nine division managers and over 200 FTEs. Managed annual divisional expense budget of \$20 Million and divisional gross revenue of \$100 Million.
- Directed all marketing, public relations, and development functions.

■ Major accomplishments:

- Completed multiple Strategic and Annual Operating plans including physician practices and ambulatory services development strategy.
- Supported, with my executive colleagues, an operational turnaround from \$2 Million loss to annual \$3+ Million gains from 2001–2004 with yearly positive performance 2005-2008 through program growth and efficiency improvements.
- Implemented Service Excellence, Values in Practice initiative, strengthening the teamwork and accountability toward patient experience and quality outcomes.
- Established and managed organization-wide department and individual goal planning and performance management processes linked to annual operating plan and strategic plan objectives.
- Led marketing and branding efforts for the hospital and medical practices solidifying broad recognition of the Mercy brand as representing Quality, Service and Excellence and strengthening volumes in key programs.
- Developed and implemented phased master facility replacement plan, including all internal feasibility studies, project design and coordination, internal project approvals, State Certificate of Need approval, local regulatory approvals, and successful project completion.
- Completed the new campus Fore River \$85.3 Million Phase I hospital construction and affiliated \$16 Million MOB project implementation on time and under budget.
- Provided executive oversight to the \$15 Million capital campaign (exceeded goal by over \$1 Million), as well as the organization's annual fund raising activities.

**Senior Consultant**

**Stroudwater Associates/Northland Health Group,  
1994 – 2001**

Stroudwater is a strategic planning, performance improvement, facilities development and business development consulting firm focused in the health care industry.

Major Responsibilities:

- Designed, sold, managed and delivered successful strategic planning, relationship development, and facility planning projects for health care clients.
  - Directed strategic planning engagements for hospitals and health systems through process design, qualitative and quantitative assessments, and Board, Administration and Medical Staff planning session facilitation.
  - Directed specific-service planning projects (need assessments, volume projections, marketing plans, community outreach) in areas such as physician services, ancillary services, ambulatory surgery, women’s and family health, home health services, and facility projects including ambulatory surgery and medical office buildings.
  - Led strategic planning projects as the basis of facility development projects.
  - Developed and implemented community-based health plan projects via facilitating partnerships among insurers, physicians, local businesses and insurers.
  - Supported hospitals’ community outreach and relationship development activities with community-based organizations and local businesses.
  - Supported physician practice management and performance improvement projects.
  - Facilitated projects in organizational affiliations and mergers

<b>EDUCATION</b>
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**Master in Healthcare Administration (MHA) 1994**

Concentrations: Financial Mgmt and Operations.

*University of North Carolina –  
Chapel Hill*

**Bachelor of Business Administration in Marketing 1994**

Double Major in Philosophy, Medical Ethics.

*University of Wisconsin – Madison*