

LAN P. NGUYEN, MBA, MS, LSSBB

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Lan Nguyen is an industrial engineer specializing in Quality Controls, development and management. She has accumulated over 5 years of experience working in healthcare organizations - Temple and Main Line Health Systems – they are one of the largest health systems in the region. She has an extensive work in process, work-flow re-engineering and redesign through the application of Lean and Six Sigma tools with a focus on customer care, total quality management and information systems utilization. Many projects were implemented and had high impacts to the bottom line of the organizations. She is one of the young and upcoming leaders in Main Line Health System. She is

- Astute, healthcare executive with broad and deep expertise in driving operational breakthroughs, offering innovative solutions and insights focused on strategic organizational effectiveness and efficiency
 - Proven leadership skills and highly proficient in identifying opportunities, implementing solutions and building relationships to achieve successful outcomes
 - Creative and analytical thinker with the ability to link tactical plans with long range strategic visions.
- Her current position is a Process Improvement Engineer at Lankenau Medical Center (Main Health System, PA). Main Line Health System has been recognized by the *U.S. News and World Report's* "Best Hospital" rankings as among the top 10 in Pennsylvania Region, with more than 10,000 employees and 2,000 physicians.
 - Lan is responsible in directing Green Belt engineers working on daily operational activities from many departments ranging from Emergency to Operations, from inpatients to outpatients service lines. As a Six Sigma Black Belt, she is committed to ensuring all operational excellence in achieving any and all aspects of the organization. She has a strong passion towards Lean tools in solving complex issues of the administrative and operational aspects and provides the best care to the patients.
 - Specialties: Process Management and Redesign, Project Management, Patient Flow Management, Revenue Cycle Operations and Improvement, Lean Six Sigma Methodology, Strategic Planning and Business Development, Information Systems Implementation.
 - Education:
 - In the United States:
 - M.B.A with Health Section Management and Finance
 - Master of Science in Chemistry (specialized in Nanomaterials and Analytical)
 - Bachelor of Science in Chemistry and Industrial Engineering
 - In Vietnam:
 - Bachelor of Secondary Education
 - Certifications:
 - Certified Lean Six Sigma Black Belt
 - Accounting Certificate