

Geri Bishop, RN, CPHQ

Senior Associate

Ms. Geri Bishop has been involved in a broad spectrum of healthcare services for thirty years ranging from nursing, quality assurance, patient safety, performance improvement, utilization review, risk management and regulatory healthcare requirements. She consults with organizations on various facets of healthcare quality, including issue identification, change management and implementation to help clients realize the potential of becoming a data-driven organization and a rapid health care learning system. Her expertise combines data, content, technology, processes, and people to derive meaningful insights that are actionable and anchored on execution.



Representative Client Experience

- Provided support and expertise to organizations to achieve certifications or accreditations.
- Identified deviation from standards and the causes; assisted staff in the resolution of problems and concerns.
- Ensured a mechanism for the performance and/or coordination of the review of patient care practices and the utilization of hospital resources was provided.
- Engagement manager for hospital-wide implementation of Incident Reporting System (SAFER) and Medical Staff Performance Review (OPPE and FPPE) Crimson system.

Subject Matter Expertise

- Skills and experience in improving the performance of healthcare delivery systems
- Expertise in federal and state, hospital and physician office regulatory requirements
- Experience in project planning, performance improvement, and change management for quality system implementation
- Led physician and staff engagement in process change.



Prior Experience

Prior to working with HCIC and consulting independently, Ms. Bishop worked successfully for Virginia Hospital Center as the Associate Vice President for Quality Resource Management where she had full oversight of Patient Safety, Risk Management, Infection Prevention and Control, Case Management, Core Measures and all Regulatory and Accreditation aspects of the hospital. Before her years at Virginia Hospital Center, she oversaw special quality projects for the Senior VP and VP of Quality and Safety in the Inova Health System, developing education and tools, designing processes and responsible for various operations of Performance Improvement and Quality. She also worked in the Home Health industry as a director for 8 years looking at all aspects of how Home Health will be the wave of the future and how to work in conjunction with Accountable Care Organizations.

Education/Affiliations

Ms. Bishop received her degree in Nursing from Marymount University with additional education in Quality and Case Management from George Mason University.

She holds additional certification as a Certified Professional Healthcare Quality (CPHQ) and also received a certificate from Virginia Hospital and Healthcare Association (VHHA) and International Healthcare Institute (IHI) in Quality and Patient Safety. Ms. Bishop received the Senate Productivity Quality Award (SPQA) and was a Certified Examiner for SPQA; she also worked as a Certified Clinical Researcher. She has been a speaker for the Virginia Hospital and Healthcare Association (VHHA) and the Advisory Board. She was nominated as one of the most IT connected individuals in the areas of Quality in 2012.

Associated with HCIC since 2015

02/2015