

## Hospital Productivity Team Leader Biographies

### **Cary D. Gutbezahl, MD**

*President*



Dr. Gutbezahl's focus is on improving clinical operations, developing medical staff leadership, and strengthening physician-hospital relationships. His diverse experience in hospital, medical group and managed care settings has enabled him to develop a broad knowledge base and an unusual skill set, which he has

applied to implementing quality improvement initiatives, developing medical group governance structures, compensation plans, productivity reporting models, and physician management training programs. While on active duty, he was Head of the Quality Assurance Department of the Navy Medical Command, National Capital Region, in Bethesda, Maryland. Cary has been the medical director for two multi-specialty medical groups and for several HMOs. In addition to consulting work, he has worked as interim hospital CMO in three different organizations, leading the medical staff through improvements in utilization management, changes in peer review practices, and corrective action procedures. Cary is board certified and completed a laboratory medicine residency and an immunohematology fellowship at Washington University in St. Louis and is a member of the American College of Physician Executives.

### **Shawna O'Neill, RN, MHA**

*Principal, Workforce Planning and Productivity*



Shawna O'Neill makes hospitals more efficient. Her experience as a nurse, a hospital administrator, and a consultant gives her a unique perspective on the clinical and social dynamics at play in today's healthcare environments. She understands the complexity of hospital operations and how to make them run more smoothly,

accounting for every step within a given process. As Co-Principal of Compass Clinical Consulting's Workforce Planning and Productivity practice, she addresses clinical and social obstacles to help clients realize their productivity goals without compromising healthcare quality or morale.

### **Eric Dam, MHA,**

*Principal, Workforce Planning and Productivity*



Eric is an expert in hospital operations. Eric's quarter-century experience has been rooted both in theory and practice. As Co-Principal for Compass Clinical Consulting, Eric uses his specialized talents to address critical areas, such as administration operations, planning, information systems, and finance – with focused

emphasis on hospital and patient care services redesign, organizational development, and the monitoring and improvement of productivity and business systems functions.