

## Fatma M. AbdelSalam

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### Unique Value Proposition:

Innovative, visionary, result-oriented healthcare professional, and educator with 10+ years of experience in the Healthcare industry as a frontline provider, quality improvement advocate, and population digital health business Strategist. Passionate about healthcare strategy and business development, project management, quality management, performance improvement, regulatory requirements compliance, and Lean Six Sigma methodology. Expert at collaborating with all levels of stakeholders to achieve organizational strategic goals.

### Professional Qualifications:

- Benchmark performance against national standards and developed recommendations for performance improvement.
- Maintain all research protocols in compliance with the IRB requirements and regulations.
- Expertise in Total Quality Management (TQM), Project Management, Six Sigma techniques, Lean and agile methodologies to create and support sustainable improvement.
- CMS Medicare and Medicaid along with other Health Insurance Reimbursement experiences.
- Experience with technology adoption research theories and applications.

### AREAS OF EXPERTISE:

Healthcare Management  
Digital Solution implementation  
Data & Statistical Analysis  
Process Improvement  
Quality Management  
Business Development  
Healthcare Strategy

Stakeholder Management  
Cross-functional Team  
Servant Leadership  
Process Mapping  
Total Quality Management  
Agile Principles  
Root Cause Analysis

Failure Mode & Effect Analysis  
Clinical Research Management  
Diversity Management  
Six Sigma Methodology  
Health Equity  
Implementation Science

### CAREER EXPERIENCE& KEY CONTRIBUTIONS:

#### Serenity Strategic Partners—Charlotte, NC

##### Executive Director, Healthcare Strategic Expert

2024-Present

- Partner with clinics and healthcare systems to provide strategy facilitation, quality improvement programs, and tailored solutions that meet their unique needs and challenges.
- Lead Workshops at MedStar Health System on best practices on incorporating digital solutions and impactful governing strategies.

#### Johns Hopkins University-- Baltimore, MD

##### Healthcare Business Innovation Fellow

2024- 2025

- Work closely with interdisciplinary research teams, faculty members, and external partners to foster innovation in healthcare.
- Conduct independent and collaborative research in areas such as artificial intelligence, digital health, sustainability, or other cutting-edge fields.
- Develop new methodologies, frameworks, or models to address emerging challenges in digital health domain.

#### Centene Corporation— Charlotte, NC

##### Population Health and Clinical Operations Program Manager III

2022- 2024

- Managed a portfolio of digital solutions from strategy planning through the implementation phase.
- Lead the analytics effort to visualize resources and data governance to propose strategic

recommendations for chronic condition management solutions.

- Developed policy and procedure for the accelerated partnership that outlines the relationship and SLA's process.
- Classified digital solutions based on organizational strategic priorities considering the SDoH.
- Led developing SOW, MSA, and other documents related to the product implementation.
- Oversaw developing and maintaining a dashboard to inform stakeholders for awareness and transparency.
- Coordinated partnerships and ensure availability of resources utilizing Agile Scrum Master framework.
- Led prioritization and estimation efforts to target initiatives align with organizational strategic goals.
- **Chair of Diversity, Equity, Inclusion Committee (INSPIRE Women Network) at Centene Corporation.**

#### **Accord University**

##### **Teaching Professor of Health Science**

2023-Present

- Teach Human Resources in Healthcare, Epidemiology, Health Policy, Global Health, and healthcare management.
- Create positive and engaging learning environments through discussions, hands-on activities, and case studies.
- Conduct weekly live and recorded sessions using Zoom and Google Classroom.

#### **Education Corporation of America, Brightwood College --Charlotte, NC**

##### **Adjunct Faculty**

2018-2021

- Facilitated instructional design and curriculum development updating syllabi, textbook selection, and materials or health science course.
- Created and scheduled professional development workshops.
- Developed the syllabus for each course assigned based on commission on accreditation (CODA) and NC regulations.
- Maintained CODA accreditation and supervised academic affairs for Dental Assistant program.

#### **University of Pittsburgh Medical Center, Cancer Institute – Pittsburgh, PA**

##### **BWF Innovation Program Lead, Hillman Cancer Institute**

2017-2019

- Facilitated gathering information from cross-disciplinary, diverse stakeholders to assess performance of the current institutional programs using Delphi consensus process, Process Mapping, Failure Mode & Effect Analysis.
- Led best practices recommend implementing new initiatives to be implemented system wide according to a standards operating procedure.
- Managed the process of developing promotional resources which raised the awareness of the current available programs to ensure inclusion.
- Provided status updates and case studies to upper management and key stakeholders addressing impediments and successes using Agile framework.
- Coordinated the BWF physician scientist training initiative which increased the number of physicians interested in basic/translational research and enhanced their skills.
- Create Policies and Procedures for division processes to allow stakeholders and partners to operate within agreed upon framework and KPIs.

#### **University of Pittsburgh Medical Center (UPMC) – Pittsburgh, PA**

##### **Strategic Business Development Specialist, Consumer Health Innovation**

2016-2017

- Formulated strategic recommendations for Medicare, LTSS, and SNP beneficiaries to be presented to leadership.
- Analyzed vendors' information and developed scoring processes to identify and prioritize the best potential vendor to provide the most engaging and effective lifestyle change intervention.

- Formulated comparative analysis among texting vendors to identify the vendor of choice to upgrade UPMCHP's offers to more interactive and patient engaging services.
- Assisted in designing curriculum for patient safety education to promote patient safety awareness.
- Researched literature and proposed resources align with the ACGME criteria.
- Analyzed risk adjustment codes and Hierarchical Condition Categories (HCC) to identify top conditions correlated to comorbidity, Mortality, and Readmission; and subsequent impact on hospital reimbursement (the Risk Adjustment Payment System).
- Conducted (SOAR/SWOT) analyses sessions to highlight opportunities for performance improvement to develop more dynamic strategic plans based on best practices and patient experience.
- Formulated recommendations for process improvement and enhancing ROI in GI lab clinic at UPMC St. Margret Hospital and Passavant hospital's Cath lab and provided recommendations to improve efficiency and streamline the processes.

#### **Pittsburgh Regional Health Initiative – Pittsburgh, PA**

##### **Jonas Salk, Quality Improvement and Patient Safety Fellow**

2016-2018

- Collaborated with multi-disciplinary team to create master designs of a health system structured to get the best health outcomes for high-performing healthcare system wired to continuous improvement, ongoing innovation, and efficiency at the most reasonable cost.
- Implemented Lean Six Sigma methodology to promote quality improvement and minimize waste in healthcare settings.
- Conducted observations on the ICU interdisciplinary rounds at UPMC Hospitals and provided recommendations to overcome variability challenges and ensure all patient needs are addressed in the most efficient and effective manner.
- Researched and discussed with experts from the center for Healthcare Quality and Payment Reform to generate ideas about the alternative payment systems to ensure providing cost effective services.
- Conducted site observations at Center of Inclusion of AHN to connect with renowned thought leaders and learn about major topics affecting the current health care system.
- **ACCOMPLISHMENT:** Collaborated to improve Patient Satisfaction Scores of UPMC Shadyside hospital.

#### **SMILE Dental Clinic -Cairo, Egypt**

##### **Dentist & Clinical Manager**

2008-2012

- Delivered effective and durable oral treatments for dental patients.
- Oversaw the administration of patient records, billing, and claims.
- Managed clinic operations including hiring new dentists and mentoring a team of 6 interns.
- Evaluated patient cases and provided treatment plans to promote oral health and ensure patient satisfaction.
- Implemented office protocols and procedures to improve performance, efficiency and effectiveness.

#### **EDUCATION & TRAINING:**

University of North Carolina Charlotte

- **Doctor of Business Administration/ DHA, Health Information Management** 2025

Waynesburg University

- **Master of Business Administration (MBA), Health System Management** 2016

Ain-Shams University

- **Bachelor of Oral & Dental Medicine** 2007

#### **PROFESSIONAL DEVELOPMENT:**

Harvard Medical School Executive Education

- **Artificial Intelligence in Healthcare: From Strategies to Implementation** 2024

Scaled Agile, INC	
• <b>Safe Practice Consultant (SPC)</b>	2023
Scaled Agile, INC	
• <b>Certified SAFe 6 Scrum Master</b>	2022
Scrum Alliance	
• <b>Certified Scrum Master in Agile Project Management</b>	2022
NIH	
• <b>Good Clinical Practice (GCP)</b>	2021
Washington University	
<b>Fundamentals of Global Health Research</b>	2021
Management & Strategy Institute	
• <b>Six Sigma Black Belt Professional Certificate</b>	2018
Agency for Healthcare Research & Quality (AHRQ)	
• <b>Team STEPPS 2.0 Master Trainer</b>	2017
Bellevue College, Seattle	
• <b>Health Data Analytics Certificate</b>	2017
Cornell University	
• <b>Business Excellence for Healthcare Professionals Certificate</b>	2017

#### PROFESSIONAL AFFILIATION:

- *Member of the Advisory Council at Harvard Business Review*
- *Fellow of American College of Health Data Management (FACHDM)*
- *Fellow at North Carolina Healthcare Association (NCHA)*
- *Fellow of the International Society for Quality in Healthcare (FISQua)*
- *Peer Reviewer at the Academy of Management (AoM)*
- *Reviewer at the Journal of Healthcare Management*
- *Member of IEEE*
- *Member of the American College of Healthcare Executives (ACHE)*

#### PUBLICATIONS:

- [Blockchain Revolutionizing Healthcare Industry: A Systematic Review of Blockchain Technology Benefits and Threats - PMC \(nih.gov\)](#)
- [Transformative Power of IOT, AI, and Blockchain Technology in Healthcare: An Overview. The Palgrave Handbook of Breakthrough Technologies in Contemporary Organisations \(\*\*Accepted\*\*\)](#)

#### CONFERENCES & WORKSHOPS:

- **Women in Data Science Conference** (Blockchain is revolutionizing the healthcare Industry)
- **Aim- Ahead Annual Meeting** (*AI for Health Equity: The Role of Telemedicine and Medical Devices*)  
<https://www.aim-ahead.net/upcoming-events/aihes-post-conference-virtual-workshop-series/>
- **Analytics Frontier Conference** (Navigating Potential Challenges in the Healthcare AI Adoption)

#### COURSES and GUEST LECTURER

- **Advancing AI/ML Models using SDoH Centered Decision Tree Approach at AIM AHEAD Hub**
- **Important Issues Facing the U.S. Healthcare System and Possible Solutions at Sam Houston State**

*University*

- **Human Resources Management in Healthcare at *Texas Women's University***