



**Caldwell Butler
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Kent Giles MPPM, Managing Principal, Clinical Improvement

Kent Giles has extensive operational experience in hospitals, physician practice management organizations and payors. This broad range of experience across all three sides of the health-care industry allow Mr. Giles to provide clients with unique insights into healthcare reform, accountable care and future models of care. Mr. Giles has led many clinical financial pathway projects over the past twenty years and is a national thought leader in margin improvement, patient care redesign and bundled payments. He is the architect of Clinical Financial Pathways process that provides in-depth analysis of key clinical and financial variables that drive clinical outcomes, costs and patient satisfaction. Kent is also a national expert on physician to health system integration including third generation service lines, population based demand planning, financial incentives and development of management service organizations (MSO). Effective physician integration is a key success factor for meaningful and effect healthcare reform and Kent leads projects that facilitate greater partnership between medical and clinical staff personnel in hospitals.

Thought-Leader in Clinical Improvement

Kent has lead efforts such as the Margin Improvement Program at UMMC which generated over \$150 million in sustainable margin improvement through the redesign and transformation of patient access and flow, perioperative services redesign, supply chain transformation, service line planning, information technology and revenue cycle transformation. He also led the successful PeopleSoft 9.0 implementation project at HealthSouth and assisted UAB Medical Center in their initial strategy around Healthcare System of the Twenty First Century. While a hospital administrator, Kent and his teams designed the Single Staff Model of Care which has become the gold standard in organ transplantation, developed clinical financial pathways for entire disease states such as prostate and breast cancer and generated significant improvements in EBDITA through cost reduction and volume growth. While at Blue Cross and Blue Shield of Alabama, Kent was instrumental in developing their performance based pay program which has saved the company over \$500 million in costs over the past twenty years.

Extensive Experience in Hospital Operations

Kent brings extensive practical knowledge of hospital operations and has served in numerous leadership positions including:

- President and CEO, ROI Solutions, Inc.
- Senior Partner and Senior Strategy Expert at Computer Science Corporation, CSC
- Market Leader at Cap Gemini / Ernst and Young
- Senior Vice President and COO of Phymatrix Oncology Division
- Regional CEO of Advanced Clinical Networks
- Service Line Administrator at HCA West Paces and UAB Medical Centers

Nationally Recognized Speaker

Kent has published articles on Clinical Financial Pathways, Cancer Capitation, Margin Improvement, Revenue Cycle of the Twenty First Century, Capital Budgeting, Cancer Disease Management, Patient Access and Flow and Bundled Payments. He has been a speaker at the Scottsdale Institute, HFMA Regional Meetings, the Georgia Hospital Association, the ACCC and the CFO Forum.