

LEVA K. SWIM

CAREER OBJECTIVE:

To positively impact organizational performance through contributing in the areas of decision support, strategic planning, total quality management, benchmarking, information system development, and management engineering.

PROFESSIONAL EXPERIENCE:

UNIVERSITY OF OKLAHOMA, Norman, Oklahoma: 2002-Present

Adjunct Professor

- Instructs graduate level Engineering Project Management course

INTEGRIS HEALTH, Oklahoma City, Oklahoma: 1994-Present

Director, Decision Support (1996-Present)

- Directs the application of risk analysis software for analyzing new business strategies
- Directs the efforts of ten technical staff and one support staff
- Directs the design, development and implementation of an Enterprise Information System and Data Warehouse using SAS software
- Supervises staff responsible for Cost Accounting, Productivity Reporting and Operational
- Supervises staff responsible for Charge Master Management and Clinical Expert (Artificial Intelligence) System Development

Manager, Decision Support Applications, Information Systems (1994-1996)

- Directed the efforts of two technical staff
- Project Leader, Information Systems Service Effectiveness Project
- Directed design and development of Information Systems Department Profile
- Directed design and development of Nursing Resource Management Application on MS Access

THE UNIVERSITY HOSPITALS (TUH), Oklahoma City, Oklahoma: 1985-1994

Director, Management Analysis (1989-1994)

- Directed the efforts of six technical staff and two support staff
- Performed departmental studies to identify opportunities for improving work methods and work flow, physical layout, and for automating functions
- Served as Data Coordinator for organization's participation in the MECON-PEER operational benchmarking process
- Completed 136 hours of training on the Deming Philosophy, conducted by Quorum, in Nashville, Tennessee
- Served as member of the TUH Continuous Improvement Council and as facilitator of two hospital Continuous Improvement Councils
- Facilitated components of annual planning retreats for all three TUH hospitals
- Chaired task force to resolve issues related to role of the Licensed Practical Nurse
- Served as Chair and Vice-Chair of Employee Activities Committee

THE UNIVERSITY HOSPITALS, Oklahoma City, Oklahoma: 1985-1994

Senior Management Analyst, Management Analysis (1986-1989)

- Designed, developed and implemented Management Information System Post Conversion Audit
- Developed inventory management booklet outlining a step-by-step approach to minimize the costs associated with ordering and storing supply inventory
- Performed photocopier study and recommended alternatives for maximizing hospital photocopier usage
- Served on project teams to study major hospital systems including Transportation, Purchasing and Materials Management, and Information Systems Services Department
- Served as Vice-Chair of Employee Activities Committee

Management Analyst, Management Analysis (1985-1986)

- Developed and installed productivity standards in twelve ambulatory care clinics
- Introduced Nominal Group Technique to the hospital as a tool for problem identification, planning, and information gathering
- Developed productivity standards and reporting systems for ten departments

OKLAHOMA STATE UNIVERSITY, Stillwater, Oklahoma: 1981-1984

Graduate Research Assistant, Oklahoma Productivity Center (1981-1984)

- Assisted in the implementation of participative management projects for the Oklahoma State University Student Union and Sheffield Steel Company
- Developed Performance/Productivity Action Team Coordinator's Notebook
- Designed and developed Multi-Criteria Performance Measurement (MCPMM) software and user's documentation
- Aided in the establishment of Oklahoma State University Innovation Evaluation Center (National Science Foundation Project)

Graduate Research Assistant, Oklahoma Energy Analysis & Diagnostic Center (1982-1984)

- Led teams in conducting energy audits for Oklahoma manufacturing firms
- Assumed joint responsibility for coordinating audit team activities and developing an Audit Handbook

Graduate Teaching Assistant (August-December 1981)

- Assisted in teaching senior level management course

SOUTHWESTERN BELL TELEPHONE COMPANY, Oklahoma City, Oklahoma: 1979-1981

Network Services Supervisor, Transmission Equipment Engineering (1980-1981)

- Performed economic analysis and feasibility studies for transmission design projects

Network Services Supervisor, Circuit Equipment Engineering (1979-1980)

- Coordinated installation and removal of circuit equipment within central offices throughout Oklahoma

MASON & HANGER, SILAS MASON COMPANY, INC., Amarillo, Texas: May-August, 1977

Pre-Professional Engineer Trainee

- Performed economic analysis for renovation versus replacement of locomotive equipment

EDUCATION AND CERTIFICATION:

THE UNIVERSITY OF OKLAHOMA, Norman, Oklahoma
Ph.D. Industrial Engineering, December, 2001

OKLAHOMA STATE UNIVERSITY, Stillwater, Oklahoma
M.S. Industrial Engineering and Management, 1984
Atlantic Richfield Company's Academic Excellence Award, 1982
Academic Scholarship, Oklahoma State University Division of Engineering and Technology, 1981

OKLAHOMA STATE UNIVERSITY, Stillwater, Oklahoma
B.S. Industrial Engineering and Management, 1979
Alpha. Pi Mu Outstanding Senior, 1979

PROJECT MANAGEMENT INSTITUTE, Newton Square, Pennsylvania
Project Management Professional (PMP) Certification, January, 2003

TECHNICAL SKILLS:

Proficient in Word Perfect and MS Word, MS Excel, Visio. and Pallsade @RISK; Familiar with SAS, C++ and MS Access.

PROFESSIONAL/HONORARY ASSOCIATIONS:

Phi Kappa Phi; Tau Beta Pi; Alpha Pi Mu
Oklahoma State University School of Industrial Engineering and Management,
Visiting Advisory Board (1991-1994)
Oklahoma State University College of Engineering, Architecture and Technology
Alumni Board (1992-1995)

PUBLICATIONS:

Swim, Leva K., and Shehab, Randa L., "Integration of Knowledge Management Strategies with the Analytic Hierarchy Process to Improve Decision Quality," submitted to Decision Support Systems, September, 2004.

Swim, Leva K., Rising to the Challenges and Opportunities of Providing Decision Support Capabilities in Healthcare ... With an Industrial Engineering Influence, Institute Engineering Annual Research Conference Proceedings, 2003.

Swim, Leva K., Improving Decision Quality in the Analytic Hierarchy Process Implementation Through Knowledge Management Strategies, University of Oklahoma, Norman, OK, 2001.

Swim, Leva K., and Shehab, Randa L., "The Use and Effectiveness of Caregiver Interventions for Alzheimer's Patients," submitted to IEA 2000/HFES 2000 XIVth Triennial Congress.

Feuquay, Judith K., and Swim, Leva K., "Practical Uses of the NGT: Participative Problem Solving," The 1989 Annual Healthcare Systems Conference Proceedings.

Swim, Leva K. and Sink, D. Scott, "Design, Development and Utilization of Software Support for the Multi-Criteria Performance Measurement and Evaluation Technique," Institute of Industrial Engineers Conference Proceedings, 1985.

Swim, Leva K., Hogsett, Gary, and Turner, Wayne C., "Future Trends in Energy Management," Strategic Planning and Energy Management, Fall, 1984.

Swim, Leva K., DeVries, Sandra J., and Sink, D. Scott, "Performance Action Teams: What Comes after QCC's?" American Society for Quality Control, 38th Annual Quality Congress Transactions, 1984.

Swim, Leva K. and Sink, D. Scott, "Cooperative Labor-Management Strategic Planning in a Unionized Steel Plant," Institute of Industrial Engineers Conference Proceedings, Spring, 1984.

Swim, Leva K. and Sink, D. Scott, "Participative Problem Solving Techniques: When are they Appropriate?" Institute of Industrial Engineers Conference Proceedings, Fall, 1983.

PRESENTATIONS:

Co-developed and to present "Document Imaging & e-Signature: Measuring Benefits and Return" to the Annual Cerner Health Conference, Orlando, FL, October, 2004.

Co-developed and presented "Order Entry and EMR: Measuring Benefits and Return" to the National Conference on m-Health and EOE, Minneapolis, MN, September, 2003.

Developed and presented 4-hour seminar on "Engineering Project Management to the Human-Technology Interaction Research for Undergraduates, University of Oklahoma, Norman, OK, June, 2003 and 2004.

Delivered 2-hour presentation on "Data Quality" to the Oklahoma Medical Records Association (OMRA), November, 1996.

Co-instructed Continuous Improvement "Leading Process Improvement Team" Course, The University Hospitals, 1984.

Co-presented "QA to CI: Tips of the Trade" to the Oklahoma City Quality Assurance Network, 1984.

Co-developed and presented five 4-hour seminars on "Performance Management" through the hospital Continuing Education Department, The University Hospitals, 1993.

Delivered 3-hour presentation on "Performance Measurement, Evaluation, Control and Improvement" to the Oklahoma Medical Records Association (OMRA) at the Oklahoma Hospital Association Conference, November, 1990.

Developed and presented a component of the hospital's Purchasing Seminar, teaching hospital managers and supervisors how to better manage their inventory through application of ABC, Economic Order Quantity, and Reorder Point concepts, The University Hospitals, 1993.

REFERENCES AVAILABLE UPON REQUEST