

## Bio for Melissa R. Kennedy

Melissa R. Kennedy received her B.A in Chemistry from Lake Forest College and her Master in Health Administration from The Ohio State University. Upon graduation she co-founded HealthCare Research Systems, a health care outcomes, satisfaction and quality improvement consulting company. During her 9 year tenure as Executive Vice President, the company grew from a staff of 2 to over 150 and successfully executed several, large scale national satisfaction and outcomes projects such as: The Employee Health Care Value Survey, conducted in conjunction with Xerox, Digital, and GTE, the NCQA HEDIS 2.0 pilot project, and Kaiser Permanente's national member satisfaction studies. After sale of the company to National Research Corporation, she joined the University of Rochester Medical Center as a strategic planner, and subsequently served as a consultant to Cincinnati Children's Hospital Medical Center as part of the Pursuing Perfection grant. She is currently the Director of Operations for The Health Improvement Collaborative of Greater Cincinnati, where she is responsible for strategic development and oversight of its programs. She is also Project Director for Cincinnati Aligning Forces for Quality, and is a member of the Greater Cincinnati Beacon Community Leadership Team.