

**Katy Hanna Pugh, RN, MBA, CPHQ**  
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**Professional profile:** Registered nurse with advanced degree, professional certification, and experience in the following areas: clinical and administrative nursing, quality improvement, case management, risk management, clinical guideline development, critical thinking, strategic planning, staff development, teaching and presentation, data analysis and display.

### **Professional Experience**

**Hanna & Associates, Inc. Oriental, North Carolina** August 2003 to present.  
**President.**

- Consultation regarding quality, performance improvement, and case management systems.
- JCAHO survey preparation, training tracer teams, leadership training, bylaws and document review.
- Strategic Plan development.
- Facilitation of HFMEA (healthcare failure mode and effects analysis) process.
- NCAFE (North Carolina Awards for Excellence) Examiner (State level Malcolm Baldrige Awards).

**WakeMed, Raleigh, North Carolina** September, 1998 to May, 2004  
**Director of Clinical Resource Management**

- System wide JCAHO team, focus on Continuum of Care and Performance Improvement

**UNC Hospitals, Chapel Hill, North Carolina** January 1995 to July 1997  
**Associate Director Continuous Quality Improvement**

- Directed JCAHO survey preparation activities.

**Franklin Regional Medical Center, Louisburg, North Carolina** January 1991 to December 1994  
**Senior Director Quality Management**

- Led efforts to achieve full three year accreditation on initial JCAHO survey in October 1992.
- Initiated transition from QA to CQI.

### **Education**

**University of North Carolina, Chapel Hill, March 1992.** Institute for Healthcare Quality Management. Forty-one credit hours, graduate level.

**Completed Nursing Executive Management Program (HCA) in January 1982.**

**University of Baltimore, Baltimore, Maryland.** Master in Business Administration, 1977.

Bachelor of Business Administration, 1974.

**Mercy Hospital School of Nursing, Baltimore, Maryland.** June 1968. Diploma in Nursing.

### **Certification and Professional**

**JCAHO Clinical Faculty for Improving Organizational Performance Seminars.** (1993 to 1997)

**Certified Professional in Healthcare Quality (CPHQ).** Health Care Quality Certification Board, 1986.

Certification active.