

CHRISTY TUNNELL, MBA, RD, LD

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SENIOR LEADER & CLINICAL LECTURER

Positioned to develop excellence, proven resource maximization, innovative operational efficiency, and cost reductions.

- ◆ High performing senior-level operations management professional with expertise in building and optimizing organizational processes, measurement systems and maximizing business results.
- ◆ Lean Six Sigma trained strategist (Bronze Belt) with the ability to build and transform strategic plans into workable solutions and benchmarks performance against key operational targets/goals.
- ◆ Motivated achiever with extensive scope of responsibility, proven success, and track record of delivering optimal, measurable results in high-growth environments through initiatives that exceed operational performance targets.
- ◆ Visionary leader with strong interpersonal, written, and verbal communication skills, who can deliver effective presentations and motivate workforces to facilitate positive change. Strong organizational development skills.
- ◆ Enthusiastic culture of excellence builder. Passionate about preeminent guest service and employee development.

Education • Training

- ◆ **Master of Business Administration**, Ball State University, Muncie, IN, 2013
- ◆ **Graduate Certificate in Business**, Ball State University, Muncie, IN, 2011
- ◆ **Bachelor of Science Food and Nutrition**, Florida State University, Tallahassee, FL, 2004
- ◆ **Associate in Arts in Nutrition and English**, Valencia Community College, Orlando, FL, 2002
- ◆ **“Mouseters”** degree Disney College Program, Walt Disney World Resort, Lake Buena Vista, FL, 1999
- ◆ Schaffer Leadership Academy, 2011
- ◆ Indiana Healthcare Leadership Academy, 2013
- ◆ Indiana University Health and Disney Institute™ “Strength Training” Facilitator

Professional Experience

Clinical Lecturer of Nutrition and Dietetics, Ball State University

2014-Present

- ◆ Nutrition Area Chair, Courtesy Committee Chair, Contract Faculty Promotion Committee Secretary
- ◆ Instruction of several classes within the College of Health, Department of Nutrition and Health Science.
- ◆ Mentoring nutrition students.
- ◆ Coordinating Practicum site shadowing experiences for students.
- ◆ Complete Dietetic Internship evaluations.
- ◆ Serve on Dietetic Intern Selection Committee.
- ◆ Assist with Faculty training activities.
- ◆ Assist with Ball State Dietetics Association activities.

Indiana University Health (formerly known as Clarian)

IU Health is the largest integrated health care system in Indiana, with 21 hospitals and multiple other organizations and physician practices. Annual gross revenue of \$7.3 billion, 36,000+ team members and 3326 staffed beds within the system. IU Health includes Indiana's most comprehensive academic health center through its partnership with Indiana University School of Medicine (IUSM) - the nation's second largest medical school. IU Health Ball Memorial Hospital was named one of the top 5 safest teaching hospitals in the United States by *Consumer Reports* in 2013. Eleven clinical programs at IU Health/IUSM ranked among the top 50 national programs in *U.S. News & World Report's* 2012-2013 Edition of "America's Best Hospitals."

Director of Support Services, IU Health Ball Memorial Hospital, Muncie, IN, 2004-2014

- ◆ IU Health Ball Memorial Hospital is an Academic Teaching Hospital with 370 licensed bed facility, 19,120 admissions, 328,683 outpatient visits, and 2,255 employees.
- ◆ Recruited by the Chief Operations Officer to lead multi-departmental units and provide leadership to ~ 250 FTEs, through 3 managers, and 11 Supervisors. Areas of responsibility include: Environmental Services, Linen Distribution, Clinical Nutrition, Food Services, and Patient Transport. Acted as Administrator on Call.

- ◆ Integrated new data tracking system and used data to reduce EVS cleaning times, Patient Transport times, increase productivity, and reduce FTEs. These reductions also decreased patient throughput times by 42%.
- ◆ Delivered results with a multi-million dollar budget by reducing expenses and growing revenues. Outlined revenue, cash flow projections, capital and workforce needs for premier growth and efficiency. Consistently lowest cost per patient day (PPD) in the health system, while achieving patient satisfaction goals.
- ◆ Successful creation of a culture of “always” by adopting a “Patients First” philosophy, ensuring departments are held accountable to exceeding expectations and service benchmarks. Moved patient satisfaction from the 60th to 91st percentile, and employee engagement from the 43rd to 80th percentile.
- ◆ Created Unit Based Councils (UBC) in all service areas for better communication and accountability within the department, and across the organization. Also partnered with Professional Nursing Council (PNC) to improve the patient experience, by streamlining processes.
- ◆ Re-engineered hiring, training, and retention practices and reduced turnover by 22%.
- ◆ Incorporated nutrition care process system for more accurate CMI and coding, to capture increased reimbursement.
- ◆ Piloted a “Best Practices Group” within Support Service areas to foster knowledge sharing and growth between all IU Health entities.
- ◆ Worked with re-admissions team to reduce both LOS and re-admission rate, through targeted assessment initiatives.
- ◆ Recruited to lead IU Health in Disney Institute™ “Strength Training” as a facilitator for entire hospital.
- ◆ Led multiple Lean Rapid Improvement Events, throughout the organization.
- ◆ Speaker at multiple state-wide, system-wide, and professional organization events.
- ◆ Coordinated didactic internship and student mentorship programs with local universities and schools.
- ◆ Emphasized business and community relationship building, by partnering with local and regional organizations. Worked with local food pantries to provide large donations and assembly of food packs for kids. Started IU Health Food Pantry for employees. Presented cooking demonstrations. Promoted leadership professions by speaking, writing and contributing to articles and conducting community education, including radio and televised events. Coordinated wellness outreach at the State Fair. Built playgrounds for local schools, and homes with Habitat for Humanity, and provided early education opportunities for income limited children. Promoted poverty awareness training. “Employees Helping Employees” facilitator.

Consultant Dietitian, Still Waters Professional Counseling, Muncie, IN, 2006 to Present

- ◆ Independent contractor for Medical Nutrition Therapy, providing nutrition counseling for obese, underweight, and eating disorder patients through a professional counseling center.
- ◆ Conducted multi-media seminars for community education.

Director of Dietetics, Ball Memorial Hospital, Muncie, IN, 2008 to 2010

- ◆ Clinical nutrition manager as well as food service director (including patient service, cafeteria retail service, and coffee shop retail location), reporting directly to the Chief Operating Officer.
- ◆ Controlled a multi-million dollar budget, both planning and implementation.

Clinical Registered Dietitian, Ball Memorial Hospital, Muncie, IN, 2005 to 2008

- ◆ Dietitian consultant for hospital Ethics Committee. Served on several hospital committees (including selection of Dietetic Internship candidates). Precepted Dietetic Interns and wrote and administered criteria/testing. Acted as Lead Dietitian.

Assistant Store Manager, Casual Corner Group, Inc., Tallahassee and Ocoee, FL, 2000 to 2004

- ◆ Visual/Merchandising Specialist. Trained in “Visual Display” meetings and enacted key visual standards.
- ◆ Revised company “Loss Prevention” standards, and set expectations. Designed and implemented productivity incentive program.

Attractions Hostess and College Program Intern, Walt Disney World, Lake Buena Vista, FL, 1999 to 2000

- ◆ Functioned as an Attractions Hostess at Innoventions West, EPCOT Center. Performed a variety of presentations. Served on Cast/Management Communications council. “Continuous Improvement Cycle” cast liaison.

Memberships

License and Certifications

- ◆ Commission on Dietetic Registration: 951520
- ◆ Indiana Professional License: 37001687A
- ◆ Lean Six Sigma Bronze Belt

Affiliations

- ◆ MBA Women International

- ◆ Former Indiana Academy of Nutrition and Dietetics Association President, Executive Board
- ◆ *M Magazine* “20 Under 40” Award Winner
- ◆ Academy of Nutrition and Dietetics
- ◆ Association of Healthcare Foodservice (AHF)
- ◆ East Central Indiana Academy Past President
- ◆ Shafer Leadership Academy
- ◆ Indiana Healthcare Leadership Academy
- ◆ Speaker, IAND Conference, AHF National Conference