

Diane Brennan, MBA, FACMPE, MCC

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EXECUTIVE COACH AND CONSULTANT

Leadership Assessment • Organizational Culture • Strategic Thinking • Organizational Effectiveness

PROFESSIONAL EXPERIENCE

Brennan Associates, LLC, Owner, Tucson, AZ (2000 – Present)

Executive and Organizational Coaching and Consulting Company providing coaching, consulting and speaking services internationally. Clients include individual executives, managers, business owners and professionals as well as business teams in aerospace, engineering, healthcare, science and technology organizations. Key areas of expertise include leadership development, business strategy, culture transformation, conflict resolution and communications.

• **Affiliated with 4-D Systems, Boulder, CO www.4dsystems.com (2008 – Present)**

4-D Leadership Coach providing 360 Feedback, Coaching and Team Building Workshops for NASA

• **Affiliated with the National Center for Healthcare Leadership, Chicago, IL www.nchl.org**

(2004 – Present) NCHL Certified Executive Coach providing 360 Feedback, Organizational Climate Assessment and Coaching for NCHL clients throughout the USA.

• **Curriculum Consultant and Adjunct Faculty Fielding Graduate University, Santa Barbara, CA** (Year-long Evidence Based Coaching Program) Lead design and curriculum development for coaching practicum and telephone training sections for the program. Adjunct Faculty and Training Coordinator for program June 1, 2006 – December 31, 2007. Prepared application for accreditation to become an Accredited Coach Training Program (ACTP) with the International Coach Federation. Received full accreditation status as of October 2006.

Southwestern Surgery Associates, Tucson, AZ (1999 – 2000)

Practice Administrator/Chief Executive responsible for overall practice administration and management services for seven-physician general surgery group. Established contract negotiation review process, financial reporting and strategy to ensure ongoing growth, stability and profitability.

Independent Consultant Affiliated with Vogt Management Consulting, Denver, CO (1999)

Key member of team providing services to Sutter Health System, Sacramento, CA creating a Management Services Organization (MSO) and establishing business and managed care processes.

Thomas-Davis Medical Centers, Tucson, AZ (1997 – 1998)

Executive Director, Southern Region Clinical Operations – Chief Executive accountable for operations and financial management of 90-physician group practice with six locations in Southern Arizona. Major accomplishments:

- Rebuilding physician/administration relationship within a union environment.
- Building a culture of ensuring quality and accountability within the management and operations staff.
- Guiding physicians and utilization management in development and implementation of clinical guidelines for various disease states.
- Successfully recruiting fourteen physicians in Internal Medicine, Family Practice, Pediatrics, Dermatology, OB/GYN and Orthopedics within a ten-month period.
- Establishing relationships with health plans and community specialists to ensure cooperation, provider availability and continuity of care for patients and physicians.
- Serving as liaison for the unions, physician and employee, encouraging communication and enhancing the management – union interaction and relationship.
- Transitioning physicians and others into individual or group practices retaining 94% of the providers within the southern Arizona area upon the closure of Thomas-Davis Medical Centers after the parent company's bankruptcy.

Intergroup of Arizona, Tucson, AZ (1996 – 1997)

Director of Medical Services reporting to Chief Medical Officer for the organization. Accountable for operations within the departments of Utilization Management, Prior Authorization and Medical Claims Review for Arizona (Phoenix and Tucson locations). Major accomplishments:

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- Establishing communication and improving relationships with community physicians.
- Integrating utilization management requirements in the contract implementation process.
- Ensuring compliance including documentation and implementation of process for successful achievement of full three-year National Center for Quality Assurance (NCQA) accreditation.

Thomas-Davis Medical Centers, Tucson, AZ (1991-1996) Administrator

Geisinger Medical Center/Geisinger Clinic/Geisinger System Services, Danville, PA (1978–1991)
(577-bed tertiary care hospital, 500-physician multi-specialty group practice, Health plan and Consulting Service) Serving in physician practice management, administrative, management engineering, consulting and nursing positions over the years.

EDUCATION AND CREDENTIALS

Master of Business Administration (MBA) • Bloomsburg University, Bloomsburg, PA (1990)
Bachelor of Science, Business Administration (BSBA) • Bloomsburg University, Bloomsburg, PA (1988)
Registered Nurse (RN) • Pottsville Hospital School of Nursing, Pottsville, PA (1978)
Master Certified Coach (MCC) • International Coach Federation www.coachfederation.org (2006)
Certificate in Evidence Based Coaching • Fielding Graduate University, Santa Barbara, CA (2005)
Fellow in the American College of Medical Practice Executives (FACMPE) • American College of Medical Practice Executives www.acmpe.com (2004)
Graduate Coach • Coach University www.coachu.com (2002)
Certified Professional Behavioral Analyst (CPBA) and Certified Professional Values Analyst (CPVA) • Target Training International Performance Systems, Ltd., Scottsdale, Arizona (2001)
Certified Coach Facilitator • Corporate Coach University www.ccu.com (2001)

PROFESSIONAL MEMBERSHIPS

Business

- International Positive Psychology Association (2009)
- Tucson Coaches Alliance (2001 – Present)
- International Coach Federation (ICF) (2000 – Present)

Healthcare

- Medical Group Management Association (1990 – Present)
- American College of Medical Practice Executives (1990 – Present)
- Professional Paper Grading Team Member 2005, Team Leader 2006, Mentor 2007 - Present

Board Positions

- International Coach Federation (ICF)
 - Past President (2009)
 - Global President (2008)
 - President Elect (2007)
 - Vice President (2005 & 2006) Director (2004)
- ICF Foundation President (2009)
- ICF Regulatory Committee Co-chair (2002 – 2004)
- ICF Tucson Chapter (Tucson Coaches Alliance) Co-founder and Inaugural President (2001 - 2002)
- Arizona Medical Student Loan Board
 - Chair (1999 – 2002); Vice Chair (1995 – 1998); Member (1994 – 1995)
 - Governor appointed board-providing loans for medical education in return for service in Arizona. Testified for Board at Budget and Sunset Review hearings. Worked closely with Auditor General's Office as part of Audit, Sunset Review process and follow-up. Assisted with legislation preparation for the Program. Create a collaborative process for integration of Osteopathic Program and board members into long-standing Allopathic Board to meet state requirements.
- Arizona Medical Group Management Association, Secretary (1999 – 2000)
- Nightingale Awards of Pennsylvania Trustee (1989-1991)

PROFESSIONAL PRESENTATIONS / PUBLICATIONS

- Article: "Coaching in the US: trends and challenges," *Coaching: An International Journal of Theory, Research and Practice*, Volume 1, Issue 2 (October 2008)

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- Co-Editor and contributing author: “The Philosophy and Practice of Coaching: Insights and Issues for a New Era,” Jossey-Bass, San Francisco, California (April 2008)
- Contributing author: “Grounds for Hope. Critical Conversations on the Future of Coaching” together with David B. Drake in *Coaching i perspektiv*, Hans Reitzels Forlag, Denmark (February 2008)
- Speaker: “Coaching the Chief Executive Officer” and “Coaching and Behavior Change” Spring and Summer 2008 at Copenhagen University, Danish Nurses Organization and The Copenhagen School of Coaching in Denmark and Oxford School of Coaching and Mentoring (OCSM) Conference.
- Interview/Article: “Master MBA deliberations with a self-assessment.” *The Physician’s Personal Advisory*® (January 2006)
- Publication: “Best Practice: Interviewing Tactics to Find the Right Employee,” *Medical Group Management Association: Performance and Practices of Successful Medical Groups 2005 Report*. (ISBN 1-56829-153-1)
- Interview: “Improving Your ‘Game’ Physician Coaches Stand Ready to Help Doctors Reach Career Goals,” *Southern California Physician*, www.socalphys.com/nov04/index.html (November 2004)
- Interview: “R/X for Leadership Success – Parts 1 and 2, The Management Skills Physician Leaders Need and The Interpersonal Skills Physician Leaders Need,” *Group Practice Solutions* (January and February 2004)
- Speaker: “Strengthening the Practice Foundation with Physician Leadership,” *2003 National Medical Group Management Association Conference*, (October 15, 2003)
- Speaker: “Tools for Taking Care of Yourself”, “Creating Magic in Your Life - Moving from Obstacle to Opportunity” and “Powerful Communication: Conversations That Build Success,” *Nurses Week Showcase of Tucson Nurses, University of Arizona*, (2002, 2003, 2004, 2005)
- Speaker: “Organizing the Medical Staff Office for Best Health Care Delivery,” *Arizona Medical Group Management Association/Pima County Medical Society Medical Practice Core Competency* (September 18, 2001)
- Speaker: “Medical Economics: Health Care Financing, Medicare, Medicaid and Managed Care,” *University of Arizona College of Medicine Resident Lecture* (September 7, 2001)
- Interview/Article: “When Life is a Balancing Act, Who is Your Net? A Coach May Bring Equilibrium,” *WebRN*, www.webrn.com (August 7, 2000)
- Interview/Article: “Take Control of Your Time,” *WebRN*, www.webrn.com (August 23, 2000)
- Speaker: “Understanding Physician Unionization,” *National Medical Group Management Association Conference* (October 26, 1999)
- Speaker: “Managing the Referral Process,” *Managed Care Assembly, Medical Group Management Association* (February 1996)
- Article: “RBRVS – What Does It Mean To Group Practice?” *American Group Practice Association, Group Practice Journal* (July/August 1992)