

Patricia A. Zenner

RN
Healthcare Management Consultant



CURRENT RESPONSIBILITY

Pat is a healthcare management consultant in the Healthcare Management Consulting group practice in Milliman's Milwaukee office. She began her association with the firm in 1995. Pat has a rich and varied background in the operational and business aspects of healthcare operations and management.

EXPERIENCE

Pat has 20 years of consulting experience in healthcare management operations and more than 35 years of industry-related experience.

A significant portion of Pat's time is spent helping clients with government healthcare programs. She conducts new federal and state government program operational feasibility analyses, performs operational due diligence for expansion and mergers and acquisitions, develops operational and financial strategies, and helps clients in drafting compliant operational policies and procedures.

Pat uses her industry knowledge and client experiences to continually develop healthcare management, Star, and risk score evaluation tools for commercial, Medicare, Medicaid, and PACE populations. She conducts assessments and builds approaches to turn average organizations into industry-leaders.

Pat designs, implements, and evaluates healthcare management programs including strategy, tools, processes and data analytics for various delivery models. She performs outsourcing evaluations for vendor and system implementation, and drafts and evaluates healthcare management vendor proposals. She has designed and implemented a comprehensive management services organization in a large integrated delivery system.

Pat has been leading Milliman ICD-10 projects for many years. She was involved in early General Equivalency Map analyses to support the ICD-10 conversion. She has consulted with a large government organization on its ICD-10 strategy. She researched, developed, presented in public forums, and published on ICD-10, including "who will be the winners" and clinical and reimbursement implications. Pat continues to lead ICD-10 projects with a multi-disciplinary team of consultants.

Pat's analytic expertise has provided claims data specifications and output analysis for risk-sharing settlement validation. She develops, evaluates, and validates healthcare management program performance results. Pat conducted an analysis of the costs of early cancer detection and prevention for the American Cancer Society.

Pat also has significant experience in project management. She led a data validation engagement in which client satisfaction extended the project to multiple years, multiple projects, and more than 40 consultants. She has also led lengthy engagements in implementation of Medicare Advantage from application, CMS acceptance, and implementation up and through product go live.

EDUCATION

- BS, Nursing, West Chester University of Pennsylvania

