

EAGA Business Builder

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Today's speaker was Douglas Johnson—DcJ Solutions



Mr. Johnson grew up in Wisconsin and, with family in the business, has had quite a bit of experience in dairy farming. Doug left that world (mostly, but not completely) when he joined the US Air Force after high school. A few military assignments later (some outside the USA –like England, and a few inside the USA- like New Mexico) Mr. Johnson ended his military service and stayed in New Mexico. He married here and, in 1996, earned a Nursing Degree from the University of New Mexico. That was the beginning of his 30 year (and still counting) career in the health care industry. In 1999, Doug went to work for Presbyterian Healthcare Services. For the next 23 years, he served in a variety of capacities with the organization, including having a heavy involvement in the award winning clinical design of the Rust Medical Center in Rio Rancho. Mr. Johnson's next move was to Unity BPO (company that uses technology and processes to support healthcare clinicians and patients). He was there for a couple of years before becoming the Director of Quality in the Lovelace Health System organization. He was there when the COVID 19 era began and was instrumental in Lovelace being first to institute the drive through process for COVID testing. The coronavirus was actually responsible for Doug's next career path move. His understanding of technology and his involvement with the new requirements concerning COVID information reporting led him to begin consulting with various hospitals in an effort to help them navigate the huge volume of data and forms that were now mandated by the federal and state agencies. The hospitals had hired, or reassigned, staff for the sole purpose of filing out forms that tracked COVID testing, diagnosis, etc. It was taking hours for those folks to manually compile the data and fill out the forms so that the data could be sent to the state. And it wasn't just a one-time thing. It was weekly or daily (and the requirements still exist today). Mr. Johnson helped design and implement computer systems to automate the process for 30 hospitals around the state, saving them a substantial amount of time and cost. That consulting work soon evolved into his new company DcJ Solutions where he concentrates on analytics and quality controls to efficiently improve the services provided by hospitals and other medical providers. Doug gave us some insight into what he looks for, how he analyzes the data, and what to do and not do when improving the client's operations. His goal is to train client staff to be the quality control person at their facility, then he stays in touch should they need assistance in the future. Doug notes that 'every system is perfectly designed to achieve the results that it gets', so it would seem that if change is needed, it has to come via revision of the systems. But when he takes on a new job, process improvement is not the first thing on the list. Before changing what's happening, he wants to know how things are supposed to work and how to determine if it is working. His feeling is, "If you can't measure it, you can't improve it." To know what to change, he has to understand how the current system is actually working. There are three pieces to that question: People involved in the process tell him how things are done; then there needs to be a review of how it is supposed to be done; and finally, he does an independent detailed review of how it is actually being done. During that last phase, Mr. Johnson will often just sit for long periods of time and watch what is happening throughout the client's processes. His experience gives him the ability to see the small, but significant, issues that would probably go unnoticed by staff working at the facility. After his analysis is complete and his recommendations have been submitted, there are still more details that need to be a part of the finished product if it is to be successful. The quality control person has to be physically on hand at the facility so that they are able to stay connected with the community being served; Accountability has to be part of the program and must be regularly emphasized. Staff's taking ownership of their part of the processes is incredibly important for things to continue to work as they should. Doug's ability to see the tiny, important, details are not limited to medical industry operations, so if you want to discuss the possibility of him reviewing your business operations, give him a call at 505-280-8248. He would be able to help/ He would, probably, also be willing to talk to you about his bike riding adventures (he and his wife do that regularly), and his hobbies of fixing up vintage bicycles and restoring an old mustang automobile.

◆ **Please Note: There will not be a meeting on January 2nd because of the New Year's Day Holiday**

◆ **The new EAGA 2023 Directory is attached in a PDF format so you can download and have it on hand electronically.**

Upcoming Greeters:

- Jan 9th Phil Buckles—Buckles Business Solutions
- Jan 16th Daryl Moreland—DLM Southwest Collision
- Jan 23rd Rick Reese—Blue Ristra
- Jan 30th Gerald Montoya—Staged2BAmazed
- Feb 6th Mike Krepfl—AAA Pumping

Upcoming Speakers:

- Jan 9th Mark Tobiassen—Action Coach Business Coaching
- Jan 16th Tim Stewart—Impact Nations
- Jan 23rd John Woods—Phocus Real Estate
- Jan 30th Daryl Moreland—DLM Southwest Collision
- Feb 6th

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