



Sharon Coulter James, FACHE

Surveyor, Joint Commission International

Ms. James brings demonstrated experience both as a hospital and nursing executive. Additionally, she provided international hospital and nursing operations consulting for hospitals in Europe, South America, Asia, and the Middle East. She held academic positions as an Assistant Dean for the Frances Payne Bolton School of Nursing, Case Western Reserve University, Cleveland, Ohio; Assistant Professor of Nursing, Ohio State University, Columbus Ohio; and adjunct faculty positions at Kent State University, Kent Ohio; and the University of North Carolina, Chapel Hill, North Carolina.

Prior to joining JCI, Ms. James served as a Senior Vice President, University of North Carolina Chapel Hill Hospitals. In that role, she was responsible for a wide range of departments and programs. She led several diverse projects, such as building and programming a new Wellness Center for patients and the community, redesigning a new Rehabilitation Center encompassing inpatient and outpatient services, a joint partnership with an internationally recognized dialysis provider to create a network of outpatient dialysis centers, and reestablished and formalized relationships with the University's School of Pharmacy. During her tenure, she worked with a major consulting firm to reorganize and redesign care management and patient flow improving to enhance the patient experience and the hospital's profitability. Her experience in community hospitals, academic medical centers and integrated health care systems as an administrator, educator, author and consultant has given her a broad understanding of the healthcare industry. She has authored and co-authored numerous articles on nursing leadership, care management,

HIGHLIGHTS

Over 40 years' experience in health care

Expertise in Quality Management, Executive Management, Clinical Care Delivery System Design, Operational Consulting, Pharmacy Operations, Service Line Management, Patient Throughput, and Patient and Employee Satisfaction

Skills for Healthcare Organizations

- Quality Management
- Finance, Budgeting, and Strategic Cost Management
- Patient Throughput and Patient Satisfaction
- Care Management and Utilization Management
- Hospital Operations

Education

- Diploma, Research Medical Center, Kansas City, Missouri, USA
- Bachelor of Science in Nursing, Avila College, Kansas City, Missouri, USA
- Master of Science in Nursing, University of Kansas, Kansas City, Kansas, USA
- Master of Business Administration, Rockhurst College, Kansas City, Missouri, USA

Professional Affiliations

- Fellow, American College of Healthcare Executives
- Board of Directors, Hospice and Palliative Care of Greensboro