



Diane McCullough, MS

Operations Consultant

Education

Masters Of Science
Organizational Dynamics
University Of Pennsylvania

Bachelor of Arts
University of Pennsylvania

Publications

[Internal Patient Transportation: A Critical Link to Patient Flow Optimization.](#) Advance Healthcare Network | Executive Insight (Now HealthSystem Management). April 2015

MED Magazine – Midwest Medical Edition, August 2015. Featured: [When Services Are Siloed, Capacity Stalls.](#) Becker's Hospital Review. September 2014

Experience

Diane is a transformational healthcare consultant with Ruck Shockey Associates. She has extensive operational knowledge and experience in various executive and project manager positions in academic medical center and community hospital support services under both insourcing and outsourcing management infrastructures. In contract management, she has held regional, national and senior national director positions as well as vice president positions in patient transportation; regional manager positions in environmental services and a multi-level general manager position in environmental, patient transportation and linen distribution services. Her inhouse experience included hospital assistant administrator positions as well as director positions in environmental, patient transportation, patient care unit management services.

Diane's vision, strategic thought leadership and proven, instinctive ability to quickly assess organizational dynamics has resulted in developing innovative, effective solutions in all aspects of patient transportation, environmental services, waste management and patient observation departments and programs. She established, (re)designed, developed and executed programs and systems that increased revenue and growth, reduced costs and improved efficiency while enhancing staff and patient experience. Her expertise includes: operational assessments, quality and process improvements, project and change management, call center efficiency, safe patient handling and lift team programs, centralized transport program design and implementation, leadership development and training and patient progression development.

Selected Project Experience

Cleveland Clinic
Cleveland, OH

Thomas Jefferson University Hospital
Philadelphia, PA

Novant Health Presbyterian Medical Center
Charlotte, NC

Westchester Medical Center
Westchester, NY

UF Health Shands Hospital
Gainesville, FL

Mount Sinai Hospital
New York, NY

Hospital of the University of PA
Philadelphia, PA

Rush University Medical Center
Chicago, IL

Baylor University Medical Center
Dallas, TX

Virginia Mason Hospital and Seattle Medical Center
Seattle, WA

University of Arkansas for Medical Sciences
Little Rock, AK

Mobile Infirmary Medical Center
Mobile, AL

Southwest General Health Center
Middleburg Heights, OH

Allegheny General Hospital
Pittsburgh, PA

Mercy Health St. Elizabeth Youngstown Hospital
Youngstown, OH

Our Lady of the Lake
Baton Rouge, LA

MetroWest Medical Center
Framingham | Natick, MA