

# Joshua F.L. Sargent

## Summary

Experienced performance improvement and risk management professional with 20+ years of leadership development, change management and healthcare experience. Succeeds in improving quality with proven skills in analyzing performance and risk related activities to spot and fix diverse issues. Focused on boosting quality and team efficiency with strategic approaches. Excellent verbal and written communicator with a strong background in cultivating positive relationships and exceeding goals.

## Contact Information

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## Education

Doctorate – Strategic Leadership (DSL) – 2021

Master's – Business Administration / Healthcare Management (MBA) – 2019

Bachelor's – Communication - 2002

## Work Experience

### Patient Safety Specialist II

MaineHealth – Jan 2025 – Present

- Monitored and responded to patient safety events to align with sentinel event and regulatory requirements
- Fostered a culture of safety reporting with the implementation of new safety reporting platform
- Worked with hospital leaders to proactively identify risk and safety issues to address system issues through error proofing methodologies

### Performance Improvement Coordinator

Northern Light Acadia Hospital - Dec 2019 – Sep 2024

- Developed and implemented quality improvement plans and dashboards to ensure alignment with organizational goals
- Managed FMEA project and partnered with clinical leaders to accomplish reduction in medication related errors by more than 40%
- Designed LIP communication protocol resulting in elimination of non-standard clinical communication which increased staff and patient safety metrics
- Guided senior leaders in the prioritization of key indicators and developed performance improvement targets for enhanced quality and safety
- Designed and established a continuous organizational learning culture while implementing a Lean White Belt curriculum throughout the organization

### Adjunct Professor/Online Program Coordinator/Doctoral Mentor

Columbia International University - May 2022 – Present

- Taught over 50 students per semester in advanced courses in healthcare administration, finance, quality, risk, and organizational leadership
- Created and designed courses in human resources, informatics, and reimbursement
- Administered, supervised, and evaluated all staff and content of healthcare administration program
- Guided students through the dissertation process as a mentor and dissertation chair

## Additional Experience

### Director of Worship

Calvary Baptist Church

Oct 2016 – Oct 2023

- Supervised staff within the worship, A/V, and sound teams
- Coordinated and directed music for all services

### Director of Worship

Columbia Street Baptist Church

May 2013 – Oct 2016

- Supervised staff within the worship, A/V, and sound teams
- Researched and initiated online giving program

### Treasurer

Lura Hoit Memorial Pool Board

Jan 2011 - Present

- Create and manage accounting reports for the board
- Raised \$70,000 for capital campaign

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## Work Experience (continued)

### Access Center Associate / Senior Access Center Associate

Northern Light Acadia Hospital – Aug 2004 – Dec 2019

- Trained, supervised, and mentored operator and access center staff
- Created involuntary admission tracking system to assure conformity with key checkpoints resulting in 100% improvement in regulatory compliance
- Transitioned organization to electronic census record-keeping to automate census metrics
- Directed project team to create patient presentation system leading to enhanced patient reviews based on standardized admission criteria
- Hired, onboarded, supervised over 25 access center and operator staff
- Implemented enhanced scheduling matrix based upon volume projections
- Led transition of hospital staff to enhanced emergency response system
- Created and instituted progressive compensation system for access center staff resulting in compensation equity while reducing turnover by more than 50%

### Teacher

Bangor Christian Schools – Aug 2002 – Aug 2004

- Taught math, science, computer science, and music courses
- Supervised students, maintained grades, and ensured safety

### Senior Assistant Manager

Bay Management – May 2001 – Aug 2002

- Hired, onboarded, maintained HR files for more than 20 staff
- Budgeted staff resources, and inventory resulting in a 45% increase in throughput of sell-through titles
- Increased location revenue by 20% via stock and resource reallocation based on market research
- Reduced inventory costs by 25% by redistributing resources through research of market trends

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## Certifications

**Lean Six-Sigma Green Belt**  
(LSSGB) – Thayer School of Engineering at Dartmouth

**Six-Sigma Lean Black Belt Professional** (LBBP) – Management and Strategy Institute (Certification # 124561401)

## Skills

- Continuous improvement
- Data analytics
- Root cause analysis (RCA)
- Failure mode and effect analysis (FMEA)
- Risk management
- Change management
- Microsoft 365
- Leadership
- Operations management
- Human resources management
- Cost – benefit analysis
- Qualitative analysis
- Quantitative analysis
- Quality assurance
- Compliance and legal
- Detailed
- Organized
- Financial management