

# DIANA FISHER

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## TRANSFORMATIVE, PURPOSE-DRIVEN C-SUITE HEALTHCARE EXECUTIVE & BOARD MEMBER

**Most Influential Women in Texas, Lone-Star Magazine, 2021 | 2023 TX Big 100: 25 Women Business Leaders to Watch  
Yale University Pandemic Hero | XYZ Healthcare Special Achievement Award | Nasdaq Bell-Ringer | Influential Board Leader**

Respected for growing a multibillion-dollar enterprise and propelling the performance of investor-owned and faith-based healthcare systems while maintaining laser focus on providing unrivaled patient care. Accomplished in creating mission-driven, top-performing cultures that accelerate growth, surpass ambitious goals, and improve well-being/fellowship across communities.

**Notable Gains: Physician Satisfaction ↑ 80%+ | Employee Engagement ↑ 30%+ | Quality / Safety ↑ 35%+ | EBITDA ↑ 28%**

## PROFESSIONAL EXPERIENCE

### ABC HEALTHCARE, Austin, Texas

**Chief Executive Officer / President, Central Division, 2019 to 2023**

**Oversight: 6K Employees | 19 Multifacility Care Sites | 12%+ EBITDA**

Significantly improved patient safety/experience and clinical quality by fostering mission-oriented culture and championing exceptional performance for one of the nation's largest nonprofit health systems. Developed long-term roadmap focused on optimizing the national 5-year strategic framework. Established premier destinations for care and drove innovation.

#### Purpose-Driven Triumphs:

- **Effectively addressed healthcare disparities and social determinants of health while increasing access to care.** Successfully launched health equity roadmap with Board of Directors (BOD) and founded Community Benefit and Health Equity Committee.
- **Positioned division to become the state's largest graduate medical education (GME) provider.** Opened medical school and health sciences division on campus, and activated educational centers across clinical sites.
- **Devised innovative and effective COVID-19 solutions that were adopted across the state.** Created new systems of care and deployed innovations such as medical memory, N-95 alternate masks, and reusable isolation gowns.

#### Remarkable Improvements:

- ↑ **Raised US News Regional Ranking from #8 to #2.** Ranked #1 in Texas.
- ↑ **Boosted CMS rating from 4 Stars to 5 Stars** from Centers for Medicare & Medicaid Services.
- ↑ **Realized double-digit YoY earnings growth** across every new service line plan.
- ↑ **Raised EBITDA to \$300M+,** exceeding \$86M budget in FY'22.
- ↑ **Increased Patient Experience ranking to 92nd percentile** and surpassed goal in FY'22.
- ↑ **Improved employee engagement by 30%,** reaching highest scores division-wide in FY'23.
- ↑ **Enhanced quality ranking and safety scores by 35%,** exceeding stretch goal in FY'22.
- ↑ **Grew total operating revenue by 15% year-over-year (YoY)** in FY '23 by changing payer mix and reprioritizing growth imperatives.



**Notable Facilities of Oversight:** Flagship Teaching Hospital, St. Donald's Hospital and Medical Center, St. Donald's Westward Medical Center, Chaput Neurological Institute (CNI), ABC Health Cancer Institute, ABC Health St. Donald's Emergency Care Centers – Glenbard and Wheaton Park, Tex Assisted Living Facility, Rehabilitation Hospital, various physician practices, and ambulatory joint ventures (JVs).

**Notable Boards & Committees:** Co-Chair, National Career Pathways Committee | Chair and Sponsor, Texas Health Education Alliance Board | Member, Austin Children's Hospital Partnership Committee | Member, State Bioscience Roadmap Steering Committee | Member, National Academic Affairs Committee | Member, National MyCulture Leadership Team Committee

**Collaborated with board members, C-suite executives, internal teams/committees, external partners, and national leaders to advance healing ministry, clinical excellence, and scientific discovery. Notable collaborations include:**

- **AUSTIN UNIVERSITY:** Enabled addition of 1000+ students within next 2 years by launching Health Professions division.
- **MASON INSTITUTE:** Accelerated transformation with lean principles and continuous process improvement methodologies.
- **LEARNING TECH INTERNATIONAL:** Advanced artificial intelligence (AI) research across every Texas market.
- **UNITED SURGICAL PARTNERS:** Initiated NeuroPlace ASC JV to expand neuroscience ambulatory services.

**XYZ HEALTHCARE, Austin, Texas**

**Chief Executive Officer, Central Division, 2014 to 2018**

**Oversight: 5K Employees | 14 Multifacility Healthcare Sites | Patients From 95+ Countries | 23%+ EBITDA**

Maintained the highest levels of operational excellence for one of the top investor-owned healthcare systems in the country while overseeing St. Lauren’s Medical Center (SLMC), Austin Children’s Hospital, and the Central Market, which included Premier Neuroscience Network (PNN), and world-renowned Chaput Orthopedic and Spine Institute. Directed numerous locations, including behavioral health facility, inpatient rehabilitation hospital, Level I adult and pediatric trauma center, Level III NICU, regional perinatal intensive care center, advanced neuroscience network, and award-winning, comprehensive stroke center. Strengthened board governance, multicultural education, and international medicine.

- **Transformed SLMC’s operations and reputation while growing EBITDA 28% YoY.** Raised balanced scorecard metrics from 22% to 143% in 1 year. Implemented reputation recovery strategy, created \$60M capital plan, and restructured service lines.
- **Achieved top 94th percentile in physician net promoter score (NPS)** and ranked best nationwide for physician engagement.
- **Boosted volume in outpatient rehab 45%, special procedures 32%,** advanced orthopedic procedures 25%, and neurosurgery 20% YoY.
- **Realized 35% YoY volume growth** by leading multimillion-dollar trauma center expansion.
- **Expanded GME opportunities** by opening 3 residency programs and 2 fellowships.
- **Increased high-margin procedures by 38%** at Chaput Orthopedic and Spine Institute.
- **Positioned PNN to achieve #1 market position across 4 markets, and to realize 27% growth in margin contribution.** Played key leadership role in creating integrated delivery network, realigning 9 hospitals, and developing robust dyad model for future growth.

“Diana, hands down, is the best and hardest-working CEO I have ever worked with during these past 30+ years. I do not make that statement lightly.” – *Jon Chaput MD FRCS, Director, Chaput Institute*

**XYZ HEALTHCARE, Corpus Christi, Texas**

**Chief Executive Officer, Coastal Division, 2010 to 2014**

**Oversight: 140+ Employees | Texas Medical Center | 520+ Beds | 21%+ EBITDA**

Maximized clinical operations, medical staff performance, and financial growth of Texas Medical Center (TMC), which ranked among top 10% in the US for Cardiology and boasted 5-star ratings for coronary interventions, heart failure, and hip-fracture treatments. Ran the Cycle-IV-accredited Chest Pain Center. Appointed to CEO Council and helped form XYZ’s first National COO Council.



- **Brought balanced scorecard from 0 percentile to 95<sup>th</sup> percentile in 1 year** while bringing annual revenues to \$40M.
- **Won XYZ’s Special Achievement Award for Outstanding Operational Performance,** bestowed to 1 site nationwide.
- **Achieved best-in-market Leapfrog Patient Safety Score,** raising grade from C to A.
- **Led hospital to realize 40%+ YoY growth** through competitive market positioning and service line restructuring.
- **Boosted physician satisfaction scores 80% and employee retention 28% YoY** through enhanced engagement.
- **Grew patient volume for cardiac cases 40% in 3 years** after improving Heart Institute and its regional marketing.

**Built and opened highly successful organizations:**

- Comprehensive Stroke Center and Aortic Disease Institute (top-quality rankings statewide).
- Nueces County’s first freestanding Emergency Department (ahead of plan).
- XYZ’s fastest-growing robotic surgical program.

*Past 10 years of success as CEO at Nueces Multispecialty Group and Administrative Officer at North Nueces Hospital District.*

**EDUCATION:**

**Master of Healthcare Administration and Professional Studies (MHA), Yale University**  
**Bachelor of Science, Human Biology, Health, and Society, Dean’s List, Yale University**

**INDUSTRY INFLUENCE:**

Keynote speaker at 20+ healthcare events. Instrumental in raising millions of dollars for medical causes.

**COMMUNITY BOARDS:**

Chairperson of the Board, Austin University Health Education Alliance (2020 to Present), Vice President and Nasdaq Bell-Ringer for IPO, Black Women on Boards (2017 to Present), Board Member, Better Life Now (2021 to Present), Board Member, Greater Austin Economic Council (2022 to Present)

## **Résumé Strategy**

This healthcare executive is a real powerhouse, so I sandwiched her opening summary in between her top career honors and her most notable gains of the hospital systems she successfully ran.

In her most recent position, I divvied up her massive accomplishments into sub-groups to make the content more readable. I divided the sections into “Purpose-Driven Triumphs” to discuss the more noble endeavors, and “Remarkable Improvements,” which focuses more on numeric gains. I added a third accomplishment section where the bullets focused on achievements one through collaborations with respected institutions and global organizations.

I added scope lines under all of her employers, to showcase her ever-increasing levels of responsibility.

This résumé was designed to be completely ATS friendly. All headers, sub-headers, graphs, call-out boxes, and pictures are simply PNG images or shapes that are set in front of or behind the text. Each of these elements and graphics disappear in ATS systems.