

# Joyce Siegele, FACHE, DSHS

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## Current Position and

**Company.** Joyce Siegele works at Northside Hospital in Atlanta, Georgia as the Director of Productivity Management. Her company offers internships so if you are interested, connect with Joyce to find out more.



**Gator Grad.** Joyce completed her BS and MS from the University of Florida's Industrial and Systems Engineering program. Her MS was specialized in Engineering Management.

**Co-op Experience.** She did three internships in three different areas — Shands Healthcare, IBM, and Harris Semiconductor. Each internship offered a different opportunity for Joyce to utilize her industrial engineering skills. She enjoyed each internship, what she learned at each, and her co-workers.

**Making Her Way to Healthcare.** Joyce was actually introduced to the healthcare industry when she was a student at the University of Florida. She was taking a class with some upperclassmen and heard two of them discussing their internship at Shands Healthcare. She asked them about their experiences and how she could apply for the opportunity. She ended up doing a class project at Shands prior to becoming an Intern. Once she did projects and worked at Shands, Joyce had a feeling that she would be in healthcare for her career.

**Past Experience.** After obtaining her Master's degree, Joyce went to work for three years at Ernst & Young, LLP as a Health Care Consulting as both a Consultant and Senior Consultant. After E&Y, Joyce went to work at Northside Hospital where she has held several positions over the past seventeen years.

**Reason for Healthcare.** To Joyce, spending time with staff or working with leadership regarding a current issue is the most rewarding part of her job, as she is able to gain first-hand knowledge, assess the situation and provide a workable recommendation. When she can help make a difference in a patient's care or help a staff member feel better about their job that is what makes Joyce passionate about healthcare.

**Daily Approach and Tools.** On a day-to-day basis, Joyce is working on Productivity Management / Labor Management at Northside Hospital including all locations and departments. This can include meeting and working with Managers, Directors, and Vice Presidents in-person or virtually. She analyses and reviews data and reports to assist with data-driven decision making. In addition, she spends time with staff mentoring, coaching, and collaborating. The tools that Joyce uses are Lean, Time & Motion Studies, Statistical Quality Control, and Labor Management.

**Society for Health Systems (SHS) Involvement.** Joyce has been a member of SHS for over 15 years. Joyce enjoys the networking opportunities and comradery among process improvement healthcare professionals. She is currently President-Elect and recently served as on the Board of Directors. She received the President's Service Award in 2009 and was awarded Diplomate status in 2007. She served as Conference Chair in 2008 and was the Co-Chair in 2005, 2007, and 2009. Additionally, she has held the role of track chair and moderator during a number of conferences.

**Favorite SHS Memory.** Joyce's favorite SHS event is the Conference every year. She values each component of the conference including the sessions, keynote presentations, receptions, dinners, exhibit hall, and poster presentations.

**Future Plans.** Joyce's two-year plan is to continue in her current role. She is excited to guide SHS as the 2016 president to where the Board and Members would like it to go. Joyce's ten-year plan is to be at Northside Hospital, perhaps in a different role.

**Other Involvement.** Joyce is also active in the Institute of Industrial Engineers (IIE) and the American College of Healthcare Executives (ACHE).

**More about Joyce.** When Joyce is not a work, you can find her with her family. She enjoys spending time with her husband and two sons. Joyce grew up in Vicksburg, Mississippi and Gainesville, Florida. Joyce is involved with the Boy Scouts of America. She has held several positions in both the Pack (Cub Scouts) and Troop (Boy Scouts) that her sons are in. She also enjoys playing tennis on her ladies' neighborhood team.