

Ashley Benedict, Ph.D.

You can find Ashley on LinkedIn [here](#).

Current Position and Company. Ashley Benedict is the VA Sunshine Healthcare Network (VISN 8) Systems Redesign Coordinator. VISN 8 covers six medical centers in Florida and one in Puerto Rico. She works on projects that impact all seven medical centers as well as supports the Systems Redesign Coordinators and Lean-Six Sigma Belts at each medical center.

Passionate about Healthcare. Ashley became interested in healthcare during her first job after undergraduate studies when she worked for Management Engineering Consulting Services at UF&Shands in Gainesville, Florida. She regularly gives presentations to undergraduates about the opportunities in healthcare and why they should be involved in SHS.



Education History. Ashley bleeds Orange & Blue and Black & Gold. She received her BS and MS from the University of Florida in Industrial and Systems Engineering. Then, she moved to Indiana for a PhD in Industrial Engineering from Purdue University.

Experience as an Intern. Ashley's internship experience was outside of healthcare. She worked as a co-op for a telecommunications company for two semesters. This experiences helped her identify that she wanted a career that involved working in teams and more variety in her daily work.

Experience in Healthcare Industry and SHS. Ashley has 10 years in healthcare and has been a Society for Health Systems (SHS) member for 10 years. Ashley worked for the New England Veterans Engineering Resource Center (VERC) in Boston, Massachusetts after graduating with her

Ph.D. She also served as the fellowship director for New England VERC. The VERC fellowship is available to post-masters or post-doctoral engineering graduates with U.S. citizenship interested in working for the Veterans Health Administration.

Useful Industrial Engineering Tools. Some of Ashley's favorite engineering tools include the voice of the customer, facilitation, process mapping, systems analysis, and human factors. Her slogan when working with teams is "Blame the process not the people." People work within the processes that were designed to get poor results (or in many cases, not designed).

SHS Involvement. Ashley serves as President-Elect on the SHS Board of Directors and Board Liaison for the Academic and Student Committee. She has been active in the conference committee as reviewer, track chair, and day coordinator. She served as the healthcare track chair for the annual IIE Industrial and Systems Engineering Research Conference. Ashley is an advocate for SHS and has found it to be a gem for networking and finding career opportunities.

Favorite Memory of SHS. Ashley's favorite memory is from an SHS conference held in Orlando, Florida. At breakfast one morning, her conference hotel roommate got asked "how many beds do you have?" and replied "in our room, two!" The person who asked wanted to know how many beds did we have in our hospital. Oh the laughter that ensued!

Fun in the Sun. Ashley is happy to live in Florida where the sun is always shining. She enjoys traveling and has been to 38 states and nine countries. Ashley is an avid readers and loves books by Christopher Moore and Carl Hiaasen.