

Vitae

JILL JOANN DRAIME, Psy.D.

EDUCATION

SPALDING UNIVERSITY, Louisville, KY
Psy.D. in Clinical Psychology, September 1999

AUGUSTA STATE UNIVERSITY, Augusta, GA
M.S. in Clinical Psychology, June 1995

WRIGHT STATE UNIVERSITY, Dayton, OH
B.S. in Psychology, June 1993
Magna Cum Laude

EXPERIENCE

6/22-Present

VETERANS HEALTH ADMINISTRATION, Cincinnati, OH
Executive Director, Change Management, Senior Executive Series (SES)

VHA Office of Healthcare Transformation

Serve as the Executive Director, Change Management for the Veterans Health Administration Office of Healthcare Transformation. Drive vision and strategy and operational planning for VHA organization change management for the second-largest agency in the federal government with over 425,000 employees nationwide. Oversee policies, strategies, and execution of organizational change management and lead the transformation vision, stakeholder engagement, change impact and organizational readiness and communications regarding organizational impact. Build VHA change management capability, capacity, and maturity. Develop strategy and plan for the collection, analysis, and interpretation of qualitative and quantitative data to evaluate the effectiveness of VHA organizational change management efforts toward meeting Administration goals and outcomes.

10/20-6/22

DEPARTMENT OF VETERANS AFFAIRS, Cincinnati, OH
Executive Director, Change Management, Senior Executive Series (SES)

Electronic Health Record Modernization Integration Office

Served as the Executive Director, Change Management, for the Department of Veterans Affairs (VA) Electronic Health Record Modernization Integration Office, located within the Office of the Deputy Secretary of VA (DEPSECVA). Drove cultural and business transformation for VA's electronic health record, a multi-billion-dollar effort impacting all levels and services of the organization. Provided vision and direction for the Office of

Change Management, OEHRM. Develop strategies for implementing Change Management for Electronic Health Record Modernization (EHRM) for VA, the people side of change. Led a comprehensive change management approach that applies industry best practices to support the transformation to the new EHR, including change management, site communications, leadership and stakeholder engagement, and training for stakeholders and end users. Oversaw the collection, analysis, and interpretation of qualitative and quantitative data to evaluate the effectiveness of change management efforts toward successful user readiness and adoption. Provided direct oversight/management to 82 government and contractor staff.

12/17-10/20

DEPARTMENT OF VETERANS AFFAIRS, Cincinnati, OH
Acting Executive Director, Change Management, Senior Executive Series (SES)
Electronic Health Record Modernization Integration Office,

3/15-10/20

VETERANS HEALTH ADMINISTRATION, Cincinnati, OH
Associate Director, Operations and Employee Engagement – VHA Office of Patient Centered Care and Cultural Transformation

Advised the Director, Deputy Director, and all VHA leadership in driving critical strategies toward VHA's cultural transformation to Patient Centered Care (PCC), which represents one of the most massive changes in the philosophy and process for healthcare delivery undertaken by an organized healthcare system. Developed national initiatives to support the employee experience as this healthcare transformation rolls out across the system. Formulated and recommended the strategic and operational planning needed to support this large-scale organizational change. Identified, developed, and monitored key metrics measuring the successful implementation of PCC.

2/14 – 10/15

VETERANS HEALTH ADMINISTRATION, Washington DC
Acting Chief of Staff, Senior Executive Series (SES)
Senior advisor to the Under Secretary for Health (USH). Represented and spoke for the USH in high level negotiations involving the establishment or implementation of policies, practices, management, and operational activities of the Department of Veterans Affairs (VA) and VHA. Maintained cooperative relationships and effective communications with both internal VA entities, such as the Veterans Benefits Administration (VBA), the National Cemetery Administration (NCA), and external entities, such as state Veterans Service Organizations (VSO), congressional committee staff, and educational institutions.

Negotiated complex issues to resolve local problems or to enhance the support provided to the office of the Under Secretary for Health. Coordinated and oversaw deliverables from VHA to the Secretary, Congress, and other oversight organizations.

Coordinated policies, plans, and operational approaches designed to effectively carry out VHA's mission. Provided direct oversight to 107 staff from the VHA Offices of Executive Correspondence, Communications, Congressional & Legislative Affairs, Regulatory and Administrative Affairs, National Leadership Council, and Client Services Relations. Oversaw a budget of \$19.94M.

12/03 – 3/15

VETERANS HEALTH ADMINISTRATION (VHA),
Cincinnati, OH

Director, OD Practice – VHA National Center for Organization Development (NCOD)

One of three founding members of internal Organization Development (OD) consulting firm for the Department of Veterans Affairs. Directed all OD fieldwork and practice. Served as the expert advisor on the practice of OD and psychology theory and practices in organizations. Directed national organizational assessment and intervention activities. Provided executive coaching to the highest level of senior executives in VA. Designed, administered, and analyzed measures of organizational performance. Directed and oversaw intervention strategies for all three VA administrations and Central Office. Provided consultation for workforce assessments, national program evaluations, surveys, senior executive leadership programs and national workgroups and councils. Developed the vision for and oversaw the execution of organization development and cultural transformation, competency modeling and assessment, report and statistical interpretation, communications strategy and planning, instructional systems design and implementation, and training and development. Supervised 8 doctoral-level psychologists in OD practice.

9/01-12/03

VETERANS HEALTH ADMINISTRATION, Cincinnati, OH
Organizational Psychologist – VHA National Center for Organization Development

Served as the principal advisor in organization development psychology. Implemented and supported organizational improvement activities within the VHA National Center for Organization Development. Designed, administered, and analyzed measures of organizational performance on the national, VISN, facility, and work group level. Performed work in the management and administration of organization development and continuous

assessment. Offered continuous assessment services to the organization and to employees, including 360-degree assessment, 180-degree assessment, vocational assessment, simulations, coaching and mentoring, and the implementation of individual development plans. Worked with top management to develop long-range management plans for the efficient and effective operation of the organization.

9/99-9/01

VETERANS AFFAIRS MEDICAL CENTER, Cincinnati, OH
Post-doctoral Fellow in Organization Development

Provided organization/team/individual assessment, facilitation, process consultation, team building, and conflict resolution expertise to the VA medical centers throughout the State of Ohio. Provided leadership development to top and mid-level managers. Functioned as part of a team responsible for the planning, facilitation, and evaluation of all executive level strategic planning activities. Coordinated and facilitated department-level retreats. Facilitated task-oriented work groups. Was responsible for the development of a Balanced Scorecard on performance measures to assess organizational health and effectiveness.

9/98-9/99

VETERANS AFFAIRS MEDICAL CENTER, Cincinnati, OH

3/99-9/99

Six-month rotation – Substance Dependence Residential Rehabilitation Program

Provided individual therapy to Veterans with various substance dependence and abuse diagnoses as well as comorbid diagnoses such as PTSD, depression, schizophrenia, and personality disorders. Cofacilitated a variety of group therapy formats including process groups, psychodrama, relaxation training, and self-esteem building. Performed psychodiagnostic assessments and provided feedback to staff regarding various psychiatric diagnoses of chemically dependent Veterans. Participated as a member of a multi-disciplinary team. Assisted in milieu management. Supervision consisted of one hour per week of 1:1 supervision, one hour per week of group supervision, and live supervision of group therapy activities.

9/98-3/99

Six-month rotation – Organization Development

Pre-doctoral training in Organization Development. Duties included interventions with individual employees, teams and the organization. Interventions included process consultation, team building, training, and professional development. Observed and participated in strategic planning activities with key leadership at the Cincinnati VAMC and VISN 10 including all five Ohio VA medical centers. Performed

assessments and provided feedback to work groups on information obtained. Supervision consisted of one hour per week of 1:1 supervision as well as live supervision of various OD activities.

9/98-9/99

Minor Rotation and Outpatient Psychotherapy

Year-long minor rotation in the Psychiatric Evaluation Center. Veterans were evaluated and triaged to appropriate clinics throughout the hospital and/or community. Veterans with acute psychiatric crises were evaluated for the appropriateness of psychiatric hospitalization. Provided consultation services to various clinics throughout the medical center to determine the appropriate level of psychiatric care. Maintained a year-long caseload of three long-term outpatient psychotherapy clients with various diagnoses such as depression, PTSD, and anxiety. Supervision consisted of two hours per week of 1:1 supervision.

CERTIFICATIONS

3/19

PROSCI TRAIN-THE-TRAINER AND PRACTITIONER

Ft. Collins, CO

Week-long course leading to Prosci TTT and practitioner certification.

9/13-10/13

WHARTON ADVANCED MANAGEMENT PROGRAM,

University of Pennsylvania, Philadelphia, PA

Five-week intensive course leading to certification

Completed immersive five-week executive management program at University of Pennsylvania's Wharton Business School. Wharton is one of the best known, most well-regarded Business Schools in the country. Only 60 of the most senior executives are selected per session and are selected from around the world. Areas of focus of the Advanced Management Program (AMP) include strategic management, critical thinking, leadership, and business acumen. Alumni member of Wharton with more than 92,000 members in more than 130 countries.

9/99-6/01

CINCINNATI PSYCHOANALYTIC INSTITUTE,

Cincinnati, OH

Advanced Organizational Consultation – two-year course leading to certification

Participated in 182 hours of classes and workshops focused on in-depth theoretical perspectives and practical aspects of organizational consultation. Provided strategic planning expertise to the Executive Director and Board of Directors of the Warren County Convention and Visitors Bureau. Participated in workshops: Organizational Diagnosis and Assessment;

Consultancy Role; Team Development; Working with
Individuals, Coaching, and Role Consultation

PROFESSIONAL EXPERIENCE

9/24-Present **AMERICAN BOARD OF PROFESSIONAL PSYCHOLOGY**
Serve as Board member of ABPP,

8/23-Present **FOUNDATION FOR THE ADVANCEMENT OF
PSYCHOLOGY IN MANAGEMENT**
Serve as Board member of FAPIM,

2/13-2/17 **SOCIETY OF PSYCHOLOGISTS IN LEADERHIP**
Served as Board Vice President, President-Elect, President, and
Past President for a Professional society of psychologists who
work as executives, managers, leaders, and consultants with
leaders in organizations and corporations in a variety of sectors.
SPL is focused on the support and advancement of psychologists
serving in managerial roles.

PUBLICATIONS

Osatuke, K., Draime, J., Moore, S.C., Ramsel, D., Meyer, A.,
Barnes, S., Belton, L., Dyrenforth, S.R. (2012). Organization
development in the Department of Veterans Affairs. In T. Miller
(Ed.), *The Praeger handbook of Veterans Health: History,
challenges, issues and developments, Volume IV: Future directions
in Veterans healthcare* (pp. 21-76). Santa Barbara, CA: Praeger.

Osatuke, K., Moore, S.C., Fishman, J., Draime, J., & Dyrenforth,
S. Employee Gender, Generation, and Experience: Relationship to
Workplace Climate Perceptions. Paper in session, presented at the
Annual national research meeting by the Academy of Health on
June 27-29 in Boston, MA.

Osatuke, K., Moore, S.C., Fishman, J., Draime, J., & Dyrenforth,
S. (2009). Employee Generation and Workplace Experience:
Relationship to Workplace Climate Perceptions. Poster presented
at the Annual national convention by Academy of Health in
Chicago, IL, on June 28, 2009.

Fishman, J., Osatuke, K., Moore, S.C., Draime, J., & Dyrenforth,
S. (2009). Employee Generation and Workplace Experience:
Relationship to Workplace Satisfaction. Poster presented at the

Annual national convention by Association for Psychological Science in San Francisco, CA on May 22, 2009.

Osatuke, K., Moore, S., Fishman, J., Draime, J., Dyrenforth, S. (2010). Workplace Climate Perceptions: Relationship to Gender, Generation, and Experience. Presented at the Annual national research meeting by the Academy of Health on June 27-29 in Boston, MA.

Paper Accepted by Academy of Health
Authors: Osatuke, Draime, and Dyrenforth
Title: Professional Development Program for Veterans Healthcare Executives: Evaluating the Impact

Paper Accepted by IPMAAC
Authors: Osatuke, Draime, and Dyrenforth
Title: Measuring Managerial Competencies in Veterans Healthcare: An Evaluation of a Professional Development Program

Paper Accepted by American Psychological Society
Authors: Osatuke, Draime, and Dyrenforth
Title: Managers' Bonuses and Performance Ratings Relate to Supervised Workgroup Ratings of Organizational Climate: Data from Veterans Healthcare Professional Development Program

Dissertation

Title: The Effect Integration of Special Needs Students has on Teachers' Job Satisfaction
Date Defended: March 26, 1999
Dissertation Chairperson: Dr. Thomas Titus
Description: The purpose of this study was to examine the degree to which regular education teachers with disabled children and those without disabled children included in their classrooms differ in their reported level of job satisfaction.

PROFESSIONAL AFFILIATIONS

Wharton Alumni
Society of Psychologists in Leadership
Psi Chi National Honor Society
Phi Kappa Phi
Golden Key National Honor Society
Alpha Lambda Delta