

Bon Secours Mercy Health



Olivia Dacre, Chief Financial Officer, Medical Group, Urgent Care

Olivia Dacre is a strategic operations and finance executive based in Maumee, OH, serving as Chief Financial Officer of the Medical Group and Urgent Care at Bon Secours Mercy Health. With prior experience at Bon Secours Mercy Health and the University of Toledo Medical Center, she brings deep expertise in revenue cycle management, healthcare operations, EHR, hospitals, and Medicare. She is dedicated to improving metrics and outcomes for patients, providers, and employees through strong financial leadership and operational strategy.



Bon Secours Health System and Mercy Health combined to become the United States' fifth largest Catholic health care ministry and one of the nation's 20 largest health care systems. With 48 hospitals, thousands of providers, over 1,000 points of care and over 60,000 employees Bon Secours Mercy Health serves communities across seven states and Ireland. We are dedicated to continually improving health care quality, safety and cost effectiveness. Our hospitals, care sites and clinicians are recognized for clinical and operational excellence. By utilizing robust measurement and reporting processes, we hold ourselves accountable for enhancing care and improving outcomes for our patients, residents and clients.

DEPARTMENT BREAKDOWN

WHAT ARE YOUR KEY DEPARTMENTAL OBJECTIVES OVER THE NEXT 6 TO 12 MONTHS?

Revenue cycle optimization, APC collaboration model, workforce efficiency, service line standardization

IS YOUR CURRENT TECHNOLOGY STACK?

Epic, Power BI, TeamBuilder, Zotec, Experity

HOW MANY PEOPLE REPORT TO YOU (BOTH DIRECTLY AND INDIRECTLY)?

20

WHO DO YOU REPORT TO?

CFO

WHAT IS YOUR TOTAL BUDGET OVER THE NEXT 12 MONTHS PERIOD?

\$150 to \$300 million

PROJECT INSIGHTS

PROJECT OR INITIATIVE DESCRIPTION

Off shoring work force, back to budget for specific service lines - in both cases ensuring we have the right team and technology and in both cases, improving bottom line

WHAT 3RD PARTIES ARE YOU HOPING TO MEET WITH?

AI powered analytics

WHAT IS YOUR TIMELINE FOR IMPLEMENTATION?

Less than 6 months

What technology/services are of strategic importance to you in the next 12 months?

Please indicate level of need/importance below.

We realize everyone has priorities, so we asked the delegates theirs. This is so that we can create a more personalized experience for all our attendees.

Implementing integrated financial management systems for real-time premium billing and reconciliation	A
Leveraging advanced analytics for cost optimization and contract modeling	D
Automating claims processing to increase auto-adjudication rates and reduce manual intervention	E
Deploying predictive modeling tools for risk assessment and high-cost claimant identification	B
Integrating value-based care payment models into financial systems	C
Utilizing fraud, waste, and abuse detection platforms to minimize financial losses	E
Adopting cloud-based claims administration solutions for scalability and flexibility	A
Enhancing interoperability between financial, claims, and member management systems	B
Implementing real-time financial and operational dashboards for decision support	C
Strengthening regulatory compliance with automated audit and reporting tools	D
Leveraging mobile and portal technologies for improved stakeholder engagement	B
Utilizing AI and machine learning for anomaly detection in claims and payments	A
Centralizing data from disparate systems for unified analytics and reporting	C
Investing in cybersecurity to protect sensitive financial and member data	E
Deploying business intelligence tools for scenario modeling and forecasting	D
Integrating digital engagement tools to improve member transparency and satisfaction	A
Adopting SaaS and BPaaS models to reduce IT overhead and enable rapid scaling	B