

Résumé: Deb Bourne, B.A., Dip HSM, MSc., CMC, PMP.

Bourne Management Consulting Inc.
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Personal Summary

- ☐ Organized and results-orientated professional with decision-making and planning skills at senior management level.
- ☐ Combines advanced academic credentials with extensive administrative experience in Canada and England in the public and not-for-profit sectors.
- ☐ Experienced in demonstrating clear leadership skills and managing projects.

Areas of Expertise

- ☐ Health Care Management .. Project Management
- ☐ Strategic Planning .. Policy Development

Professional Designations

Project Management Professional, July 2011
Certified Management Consultant, May 2005

Professional Qualifications

1992 Master of Science in Public Sector Management
 Aston University, Birmingham, England

1983 Diploma in Health Services Management
 Institute of Health Services Management, Birmingham, England

1980 Bachelor of Arts (Honours) in Sociology and Education
 Worcester University, England

Attended numerous professional courses, conferences and seminars, including completion of the ***Essentials of Management Consulting*** (2003) and "**Best Practices and Professional Standards in the Management Consulting Profession**" (2004) through the Canadian Association of Management Consultants, and more recently, the PMP designation.

Professional Experience

Management Consulting

Management Consultant, from August 1997 to date – see Summary.

Employment

Assistant to the Executive Director, Central Okanagan Child Development Association, Kelowna (April 1998 to August 2000).
Acting Executive Director from July to November 1999.

Executive Assistant, N.O.N.A. Child Development Centre, Vernon, BC
(June 1997 to February 1998, interim position).

South Birmingham Mental Health Trust, England 1994 – 1996 Assistant Chief Executive, Corporate Affairs
Responsible for managing staff, Accountable for governance, complaints and

litigation, risk management and organizational development.
Public Relations, Mental Health Act Management, Complaint Resolution and Business Conduct Strategies and Policies.

1991 – 1994 Director of Administration

Managed all administrative and support service staff in a 120 bed facility.
Responsible for commissioning new services, including general psychiatry, Mother and Baby Unit, Deaf Unit, ESMI, Child Adolescent Unit.

1986 - 1991 ADMINISTRATOR, Regional Forensic Psychiatry Service, West Midlands

Commissioned and managed new Regional Forensic Psychiatry Service

Professional Associations

Member, Canadian Association of Management Consultants: past Chair of Southern Interior Chapter and BC-CMC Council Secretary. Also serving as an Advisor to Royal Roads MBA student.

Member, Project Management Institute.

Member, Canadian College of Health Leaders

Member, Canadian Evaluation Society (2005-10)

Member, Westbank and District Chamber of Commerce (1997-2010).

Community Activities

- Past President, Central Okanagan Home Based Business Association, 2003/04.
- Director and Board Secretary, Interior Alzheimer's Society, August 2000 to November 2001.
- Interim Director, Central Okanagan Hospice Association, December 1999 to May 2000.
- President, Kelowna Newcomers Club from June 1998 to June 2000.

Volunteer experience in Canada:

Planning Committee member, Central Okanagan Interagency Network Management

Team member, Not-For-Profit Sector Mentorship Program.

Publications

- Management Consulting Articles: September and October 2004, Okanagan Business Journal
- "Implementation of a new Central Intake System in Community Care". Healthcare Management Forum, summer 2004.

Bourne Management Consulting Inc. Summary of Contracts

Health Authority Projects involving Home and Community Care, palliative care, chronic disease, public health, mental health, forensic psychiatry etc: From 1998 to date.

1. Project Coordination for new health care facilities.
2. Develop funding proposals, including to Ministry of Health.
3. Project Coordinator, numerous Residential Care Projects.
4. Program Evaluations, including community care.
5. Assisting in research projects.
6. Community Consultations (as sub-contractor).
7. Project Leader/Management including transformation of programs through redesign.
8. Project Manager for the BC Early Hearing Program for two health authorities.
9. Development of Proposals.
10. Project Manager, Home Support Scheduling Initiative, Interior Health, Fraser Health and Northern Health.
11. Home Support redesign advisor, Vancouver Coastal Health Authority.
12. Review of residential care policies, Northern Health.
13. Review of Utilization for Home Support, and evaluation of the home support redesigned service delivery model for Northern Health.
14. Project Manager, PHSA Provincial Forensic Psychiatric Services accreditation project.

First Nations Organizations

Lower Similkameen Indian Band

- Project managed the LSIB Health Plan to Health Canada for Transfer (2008-09).
- HR advice as required.
- Strategic planning with the Health and Social Department (2006 and 2008).
- Successfully developed funding proposals for AHFT funds (2008).
- Evaluation of the Band Manager (2007).
- Successfully developed funding proposals for Interior Health funds (2007).
- Support with health planning as required.

Okanagan Nation Alliance (from 2001 to date)

- Development of their HR and CEC Governance Manual (2001), revised periodically with the last update in November 2009.
- Strategic planning (2004).
- HR advice and support as required.
- Project management of the Hay Group Job Evaluation and Wage grid process.
- Review of the Okanagan Nation Response Team Manual.
- Evaluation of two AHTF projects.
- Review of funding proposals and other documents.
- Support to APFA on HR and governance issues.
- Project management of the ONA and Interior Health LOU project (2011).

Ki-Low-Na Friendship Society: numerous contracts from 2001 to 2009 including

- HR and evaluations of staff.
- Project Management of initiative to develop their Volunteer Program.
- Program Evaluations (computer lab, diabetes prevention program).
- Assisting with research towards accreditation.

Ooknakane Friendship Centre, Penticton.

- Evaluation of the Diabetes Prevention Program (2009 and 2010).
- Evaluation of the DSCIF project (2010 to 2012).

Bella Bella

- Evaluation of the health centre (as sub contractor) (2007).

Westbank First Nation

- Funding proposal (2009)
- Review of the Child Development Centre (2003).

Okanagan Indian Band

- Program Evaluation of the Adult In-Home Care Program (2002).

Saulteau First Nation (2003):

- Human resources project - redeveloped job descriptions, interview questions and terms of reference; developed staff evaluation procedure.
- Developed and presented workshop on Robert's Rules of Order.

Round Lake Treatment Centre

- HR Assessment and Operational Review (2001)
- Evaluation of the Executive Director (2003-4).
- Strategic planning and governance work (2004).

Non-profit Organizations from 1998 to date.

1. Develop and present workshops on Program Evaluation and Personnel evaluation.
2. Evaluation of Executives and staff.
3. Management support to Boards and Acting Executive Director.
4. Proposal writing for funding opportunities.
5. Facilitated staff and Board in strategic planning.
6. Program Development and Program Evaluations.
7. Project Management for new/developing programs.
8. HR Reviews.
9. Developed (with a team) and facilitated a Fund Development Workshop for social service agencies.
10. Co-facilitation of process to amalgamate the Kelowna Homelessness Steering Committee with the Kelowna Poverty Task Force. Developed the 2003-6 Kelowna

Community Plan on Homelessness.

11. Community Development: Communities for Kids (sub contractor).

Other

1. Rewrite of School Board #23 policies (2001).
2. Private operators: development of residential care proposal.