



About Jan

Jan Hailey, CMC, CMIS, CMOM,
CMCO

Jan Hailey has more than 20 years of experience in health care with proficiency in administration, coding, and billing roles.

Jan Hailey joined Saint Joseph Physician Network in South Bend, Indiana as the Director of Quality in November 2015. Jan is responsible for leading ambulatory quality initiatives and performance improvement. She works closely with providers, management, and payers to develop strategies on process improvement, gap closures, and patient experience.

She leads a comprehensive interdisciplinary team across the health system. Jan also developed a documentation improvement program and is currently implementing an education program for Hierarchical Condition Category (HCC) coding in order to improve risk scores.

Jan holds four professional certifications in office management, coding, and compliance. She is also a member of WPS Medicare's Provider Outreach and Advisory Group, Indiana Association for Healthcare Quality and serves on Practice Management Institute's National Advisory Board. Jan has a passion for teaching and facilitates educational programs nationwide. Prior to joining Saint Joseph, Jan was the Director of Quality, Coding and Compliance for one of the largest health systems in Northern Indiana.