Paula Jacobs, BS, MA, CSSBB

Paula Jacobs, BS, MA, CSSBB, is Vice President, Process Improvement & Innovation for Methodist Le Bonheur Healthcare in Memphis, Tennessee. In this role she drives ensure safe, effective, and efficient care through innovative solutions and systematic processes designed to reduce variation and prevent errors. With 24 years of experience in process reengineering across various industries, Paula is a certified Six Sigma Black Belt and Baldrige-trained examiner. Accomplishments in healthcare innovation under her leadership include development of an electronic sepsis alert, an interactive clinical/bed management dashboard, a dynamic scorecard to manage 130 benchmarked performance indicators, and a Performance Excellence award program to identify and recognize solutions that improve healthcare safety and operations.

Paula was recognized as 2009 Memphis Business Journal Healthcare Hero – Non-Physician Category for her work in improving outcomes from sepsis and in 2015 was named a Memphis Business Journal Super Woman in Business.