



Linda (Alexander) Little **BSN, MBA, RN, CCM**

President and CEO
Neighborhood Service Organization

Considered one of the most talented, results-driven executives in the healthcare industry today, Linda Little embraces the philosophy that collaborative, inspiring leadership cuts across traditional boundaries. She believes this type of leadership is the catalyst

necessary to effectively engage and impact both the community and providers along the continuum of the care delivery system.

Coupling her clinical experience in critical care with an exceptional business acumen, Linda has more than 20 years of proven healthcare leadership with an emphasis on population health management, revenue cycle optimization, physician alignment, operational efficiency, strategic planning, and quality/performance improvement. She is a registered nurse, with a *Bachelor of Science in Nursing* from the University of Detroit-Mercy and a *Master of Business Administration Organizational Development* from Wayne State University in Detroit.

Linda is committed to excellence in her profession and communities that she serves. She is the lead author of **Chapter 3 - The Nurses Role in the Era of Accountable Care: A Catalyst for Change** within a publication by Sigma Theta Tau International Honor Society of Nursing – Mastering Patient & Family Education – A Healthcare Handbook for Success by *Lori Marshall*. The textbook is written for staff/faculty at universities and Nursing programs worldwide for professional development and to enhance competency for nurses. She is also certified in case management by the Commission on Case Management and in Lean Performance Improvement. She has participated in the American Hospital Association's-Institute of Diversity's Emerging Minority Leadership Program for C-Suite

Executives; Advisory Board's Nursing Leadership Academy; and Detroit Regional Chamber's Leadership Detroit, class XXIX. Linda has also served as a Delegate for TPG International's Healthcare Executive Study Mission to Spain in 2014. In 2015, the Michigan Chronicle honored Linda as a Woman of Excellence for her public and professional service to the community.

Linda currently is the President and CEO of Neighborhood Service Organization, a safety-net health and human service agency. She was most recently the Chief Clinical Officer of Total Health Care (a nonprofit, Michigan Managed Care Plan). A true change agent, Linda was charged with providing transformational leadership for population health management to optimize outcomes in the era of healthcare reform. Linda has

mastered the art of striking a delicate balance between the human connection and the complicated business aspects of healthcare management. State and national organizations to seek her expertise to speak on care integration and population health management.

Before joining Total Health Care, Linda held several leadership positions at Tenet-Detroit Medical Center, a national, for-profit organization. Her most recent position was Regional Vice President, Care Management & Utilization Management where she was responsible for system integration of these services to optimize care management services and revenues. She was also actively involved in preparing the DMC for notable changes in the Affordable Care Act. She developed and cultivated a care continuum strategy for the DMC, which now serves as system-wide Transitions of Care program and a platform for its ACO. She also served as the project lead for the Centers for Medicare and Medicaid Innovation's (CMMI) Bundled Payment for Care Improvement Initiative.

Linda is involved with various professional organizations, including Sigma Theta Tau Honor Society of Nursing, Healthcare Financial Management Associates, American College of Healthcare Executives, and Case Management Society of America, and was a member of the Re-hospitalization Reduction Task Force for MPRO-Michigan's federally designated Quality Improvement Organization for CMS (Center for Medicare & Medicaid Services). Linda has also served on several community boards and advisory councils including the American Heart Association of Southeast Michigan (President), Neighborhood Service Organization (former Second Vice Chair), Detroit Edison Public School Academy School-based Clinic and Michigan Health Council's Education2Practice Council. Additionally, Linda was selected to participate on the governor's commission to improve perinatal care in Southeast Michigan: Southeast Michigan Perinatal Quality Improvement Commission.

Linda, a native Detroiter, is married to Dr. Bryan Little and has seven amazing children.