



LINDA ALEXANDER LITTLE MBA, RN, CCM

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EXECUTIVE BIOGRAPHY

Strategic Development and Execution. Coalition Building. Inspiring Leadership. These are the tenets upon which Linda Alexander Little built her reputation in the healthcare ecosystem. A recognized leader in for-profit and nonprofit healthcare systems, managed care, government and community health, and private sector consulting, Linda is known for her unique breadth and depth of healthcare experience and her ability to succeed in transformational leadership roles. Linda combines her clinical expertise and business acumen to add value as a skilled change agent, improving population health and operational effectiveness, including increasing margins and enhancing quality outcomes. In 2015, the Michigan Chronicle honored Linda as a Woman of Excellence for her public and professional service to the community. In 2021, Crain's Detroit Business named Linda one of 100 Most Influential Women, a competitive and prestigious award granted once every five years.

In her current capacity as President of the Board of Directors and Chief Executive Officer of the Neighborhood Service Organization, Linda spearheads efforts that close gaps for vulnerable populations and improve lives in affected communities. Under her leadership, the organization delivers community-based healthcare, comprehensive housing solutions, and well-being services for more than 10,000 individuals. Committed to creating access to holistic care, including integrating behavioral and physical health and addressing social determinants impacting health, Linda opened the nation's first \$20M Healthy Housing Campus, which includes a 42-unit permanent supportive housing complex and Detroit's first Healthy Housing Center.

In an earlier role as Chief Clinical Officer with Total Health Care, Linda maintained accountability for business and clinical operations for a multi-level managed care plan with 120,000+ members in Michigan, where she managed a \$500M operating budget. Her efforts included implementing predictive modeling for population health management and a risk-based care management software platform. The state-recognized Linda for driving significant improvements in HEDIS healthcare quality measures.

For more than seven years, Linda assumed increasing levels of accountability resulting from exceptional performance outcomes during her tenure with Tenet Healthcare-Detroit Medical Center, where she delivered standardized care integration across the continuum. Her strengths in promoting community engagement resulted in trusted relationships that improved population health outcomes. She also drove 12% volume growth for the acute rehab service line in a preceding role as Administrative Director, Post-Acute Continuum & Physician Services. Additional noteworthy contributions included championing a surgical supply chain improvement initiative and a revenue cycle optimization and throughput redesign project that reduced length of stay by 3.2 days and denial rate from 12% to 5%.

Linda added significant and sustained value to the Henry Ford Health System, where she served in clinical and business roles. Her contributions included improving the quality and delivery of health and wellness programs, increasing Press Ganey scores from the 50th percentile to the 90th percentile, reducing patient readmissions, and providing direct, intensive patient care to critically ill patients in cardiothoracic surgery and trauma. The amalgamation of Linda's experiences and recognized commitment to excellence in healthcare contributed to her appointment by Governor Gretchen Whitmer's COVID-19 Community Action Task Force on Racial Disparities, Michigan Community Service Commission, and Governor Richard Snyder's Task Force on Southeastern Michigan Perinatal Quality Improvement.

Linda completed her Bachelor of Science in Nursing from the University of Detroit – Mercy and her Master of Business Administration in Organizational Development from Wayne State University. She is certified in Lean Performance Improvement and Case Management and is a member of the American College of Healthcare Executives and Healthcare Financial Management Associates. For more than six years, she served as an Adjunct Professor for the University of Phoenix, teaching nursing leadership and healthcare administration courses, and was the lead author for Chapter 3, "The Nurses Role in the Era of Accountable Care," in the healthcare textbook: Mastering Patient & Family Education published by Sigma Theta Tau International Honor Society of Nursing [2015].