

Faculty Biography

Dawn Allbee, MA

Customer Engagement Director

Joint Commission Center for Transforming Healthcare®

As Customer Engagement Director, Ms. Allbee works with health care thought leaders and system executives on their journey to high reliability through deployment of the Center's high reliability practices and services. She directs operations for customer engagement and product life cycle management for the Center's high reliability products. In addition, Ms. Allbee provides expert training in change management, facilitation and Robust Process Improvement (RPI®) program development for health care organizations nationwide. RPI includes the use of Lean Six Sigma and formal change management to drive results. Dawn is one of RPI's most passionate advocates, training and mentoring leaders on the link between RPI and the pursuit of zero harm.

Most recently Ms. Allbee was The Joint Commission's Director of Corporate Robust Process Improvement, where she not only led the development of RPI internally, ensuring the widespread use of RPI methods to achieve strategic and operational goals, she was also part of the team that championed the deployment of RPI training programs as a mechanism to build improvement capacity within health care organizations.

Ms. Allbee also was one of the Joint Commission's internal leaders for safety culture improvement and provided direction and guidance on change initiatives to senior leadership and staff.

Ms. Allbee, a certified Master Change Agent and Green Belt, has more than 10 years of experience training all levels of staff in change management. Dawn has also co-led the Center for Transforming Healthcare's multi-hospital improvement projects focusing on preventing avoidable hospitalizations for heart failure patients and strengthening safety culture. Dawn continues to speak at healthcare industry conferences on high reliability and change management.

Prior to The Joint Commission Dawn held positions in information technology, software architecture, technical training, course development, and education.

Ms. Allbee earned her Master's degree in Communication from Eastern Illinois University in Charleston, IL.