

Background on Mark Murray & Associates



Mark Murray, MD, MPA, Principal, Mark Murray & Associates, completed his undergraduate training at St Mary's College in California, attended Creighton University Medical School in Omaha, Nebraska, completed a residency in Family Medicine at the University of California, Davis and obtained a Master's degree in Health Services Administration from St Mary's College, California. Following his medical training he organized and developed a medical practice in an underserved rural area in Northern California and then worked for 19 years at Kaiser Permanente in Sacramento, California. He held various administrative positions in that organization, including Assistant Chief of Medicine North Sacramento Valley where he had operational responsibility for the care of 270,000 patients and the position as Director of a Regional Call Center that served 1.2 million patients.

After initiating and developing multiple operational quality improvement efforts in that organization, he left the organization and formed an independent consulting group. He now consults with healthcare organizations in the US and abroad on a variety of healthcare quality improvement strategies, including efficiencies in office practice, the development and care of healthcare teams, change management in healthcare settings, physician compensation, and "big system" flow. His primary and unique area of expertise remains specific expertise in all aspects of access to care, including patient access to appointments in Primary, Specialty and ancillary care, patient access to information as well as healthcare demand/supply matching and balance. He draws on his direct experience in healthcare delivery and management, his unique perspective as a physician who practiced in multiple environments, and his understanding of other businesses and industries that use flow and demand /supply matching.

He has worked as a consultant with multiple organizations and types of organizations: US government settings (the Military, the VA system), fee for service environments, capitated environments, community health practices, systems and organizations, Insurance companies, Health Plans and various medical groups. In addition, he continues to work extensively abroad in the United Kingdom with Primary Care and Cancer Specialties in a National project, with the Swedish government, in Holland, in Germany as well as with groups from Iceland, Norway, Spain, Italy, Belgium and Canada.

He has presented at multiple US national meetings including the Institute for Healthcare Improvement National Forums and at the European Healthcare Quality Improvement Forum in 2000 and 2003. He has worked with and presented with Jim Womack from the Lean Thinking Institute and has worked with organizations using that methodology.

He is widely published and is recognized as an international authority on the development of access systems in health care.

Dr. Murray's Manitoba team consists of Dr. Sam Weir, Associate Professor, Department of Family Medicine, UNC-Chapel Hill and Director, Family Medicine Centre, Department of Family Medicine UNC-Chapel Hill, North Carolina; Barbara S. Boushon, RN BSC, National Quality Center, Madison, Wisconsin, Director for the Title II Collaborative Demonstration Project (for HIV/AIDS Disease) and on the faculty for training of trainers in Quality Management Program; and Arvelle Balon-Lyon, RN BN, Primary Care Planner and Program and Operational Lead Chinook Primary Care Network, Alberta.

For more information on the work of Mark Murray & Associates:
<http://www.ihl.org/IHI/Topics/OfficePractices/Access/AccessExpertHost.htm>