

**Barbara Culley**

MPA, NHA  
Healthcare Management Consultant



**CURRENT RESPONSIBILITY**

Barbara Culley is a senior healthcare management consultant with the Seattle office of Milliman.

**EXPERIENCE**

Barbara has significant experience across the continuum of healthcare from inpatient to outpatient organizations, insurance plans, managed care and fee-for-service providers, and the delivery of long-term care services in the public and private sectors. This movement across healthcare services and settings provides a broad understanding of the industry.

Barbara specializes in operations assessment and improvement, strategy development, and regulatory compliance. She has over 20 years of experience in healthcare operations and quality improvement programs, including NCQA and WSQA. Barbara has worked extensively to manage complex operational and implementation projects resulting in targeted outcomes with innovative approaches to the challenges. She has led initiatives to identify and implement opportunities for new revenue streams and systems in care delivery settings.

Barbara has specific expertise in analyzing operational efficiency and financial performance, and then developing comprehensive solutions to identified drivers of performance issues.

Most recently Barbara has focused on the holistic assessment of client operations including market and competitor scans to create options to address financial and compliance challenges that comprise actionable plans and tools for issue resolution. She has assisted clients in planning for future positioning and assisting clients with RFP responses. Client work includes assessment of health plan operations, from provider network, quality assurance, medical management programs, customer service, behavioral health

integration, and Medicaid program transition readiness evaluation and assistance.

**PRESENTATIONS AND PUBLICATIONS**

“Strategies Employers can Consider to Understand and Combat Opioid Abuse,” Benefits Perspectives, Milliman, January 2019.

“Communicating with Patients with Hearing Loss,” Milliman Healthcare Analytics Blog, 2018.

“Using MedInsight to Identify Opportunities to Impact the Opioid Crisis,” Milliman webinar, 2017.

“Implications of direct-to-consumer genetic testing,” Milliman white paper, 2017.

“Navigating the Compliance Highway,” Leading Age Washington summer conference, 2012.

**AFFILIATIONS**

Nursing Home Administrator, Washington State

**EDUCATION**

- BA, Western Washington University
- MPA, University of Washington

