April Kuehn
Associate Executive Director
Integrated Health Partners (IHP)

Ms. April Kuehn is currently the Associate Executive Director of the Integrated Health Partners (IHP) in Battle Creek, MI, an organization working with health care providers on improving clinical outcomes and experience of care while reducing cost.

In her current position, April is responsible for the development and implementation of programs related to quality improvement within IHP as well as its provider community. The focus is on Lean and other process improvement activities, practice coaching, organized systems of care, patient centered medical home, health plan incentive programs, provider credentialing, and peer review. She is also responsible for the National Committee on Quality Assurance (NCQA) accreditation and related activities at IHP.

April joined IHP as an administrative assistant when it was established in 1995. She has supported the organization in a variety of roles, including Contracts and Provider Relations Specialist, Performance Improvement Programs Manager, and Director of Operations.

April earned her bachelor’s degree from Siena Heights University and Master’s degree in Public Administration from Western Michigan University. She is also Lean Healthcare certified and a certified coder.

In her private life, April enjoys spending time with family, gardening, hiking, kayaking, and golfing.

Let’s Get Engaged:
The Importance of Staff and Customer Engagement

April will share her deep insights and experience in improving staff and customer engagement to achieve organizational goals with a focus on effective communication strategies. The specific objectives set for this talk include discussing Quadruple Aim in the medical community, identifying barriers to change, and providing tools to support continuous quality improvement and productive communication. She will also answer questions on patient-centered healthcare and supporting programs including practice, data analytics and reporting, and provider credentialing and accreditation.

February 10, 2022 from 5 to 6 p.m. Via Webex
https://wmich.webex.com/wmich/l.php?MTID=m230d6188be79351eaa77d428e123bde3

Students: Please note that attending this event counts toward WMU Signature Program (with the chosen focus areas listed on your transcript and diploma) where you attend a total of 18 events and reflect on your experience (www.wmich.edu/signature)