

Roxanne Harms

Principal and Senior Consultant

CAREER PROFILE

- Roxanne's entire career has been built around and focused on the area of workforce management practices exclusively within healthcare including experience in Canada, the US, Australia, New Zealand, and Europe. Before forming Workforce Edge Consulting Inc. in 2001, Roxanne worked within the Canadian healthcare system and in the healthcare software industry developing and marketing a world leading staff scheduling software solution. A dynamic, high-energy individual, Roxanne is interested in using her experience and leadership to help health care companies develop and improve their staff utilization practices and outcomes.

SKILLS

- Founded, developed and grew a focused consulting organization dedicated to improving healthcare workforce utilization practices in Canada, Australia and the US.
- Advanced Facilitation Skills – Community at Work
- International Association of Facilitators
- Project Management - Managing Projects (PMI), George Washington University School of Business & Public Management
- Change Management – ProSci
- Business Process Modelling – Resource Advantage
- Labour relations – Knowledgeable of all project jurisdictions
- Organizational Diagnosis - Community At Work Facilitation Company
- Co-chair of International Organization of Staff Schedulers & Resource Leaders
- Attendee, exhibitor, and speaker at countless health care trade shows and conferences across Canada, US, Australia, The Netherlands

PROFESSIONAL EXPERIENCE

- 2001 to present – Workforce Edge Consulting Inc. and W.F.E. Consulting International Inc. – Principal and Senior Consultant. Currently operating projects in Canada and Australia.
- 1992 to 2001 - Total Care Group of Companies – various roles of increasing responsibility to Executive Vice President. The Total Care Group of Companies was founded in 1991 to develop and market a sophisticated staff scheduling system that was originally developed by the British Columbia Institute of Technology and the Kelowna General Hospital. Roxanne was the first employee hired by the founder of the company in January 1992, and was the key leader in the development of the company's competencies, offerings, and culture, from a fledgling start up to implementing the staff scheduling solution in over 200 organizations globally. Her accomplishments include founding roles in the companies international operations in Europe and Australia.
- 1991 - Kelowna General Hospital – Software Developer
- 1989 to 1991 – Three Links Manor – Staff Scheduling and Payroll Clerk