

# AMY TAYLOR O'BRIEN



*Over 18 years' experience  
in healthcare human  
resource management.*

## **Education**

**Masters of Business  
Administration,**  
Villanova University  
Villanova, PA

**Bachelor Degree in  
Health Services  
Management,**  
University of Kentucky  
Lexington, KY

## **Affiliations & Service**

- SPHR
- CHCR
- SHRM-SCP
- Philadelphia Area  
Association of Healthcare  
Recruiters
- SHRM

## **BIOGRAPHICAL SUMMARY**

Amy Taylor O'Brien has over 18 years of Human Resources experience serving in managerial and director level roles supporting employment and employee relations functions for acute care hospitals. Currently she is the Director of Talent Acquisition for Abington Hospital Jefferson Health as well as an HR Business partner supporting pharmacy, IT, and Abington Health Physicians.

Amy has been in an HR leadership role at Abington since 2005, leading recruitment and employee relations efforts for Abington Hospital. She co-led the Fair and Just Culture Initiative in 2014, working to develop training for over 250 leaders across Abington and positively impacting our Patient Safety Survey Fair and Just Culture scores. She has been the HR Lead for the implementation and maintenance of the HRIS systems. She also co-led the HR Business Partner model implementation at Abington and, since 2001, has developed multiple training programs around interviewing skills and employee relations facilitation.

She developed the hospital's onboarding program to include a survey of first year employees and implementation of peer interviewing as a standard throughout the hospital, effectively decreasing and maintaining first year turnover to an average of 10%, well below industry standard. Most recently she has worked with Patient Access on their recruitment challenges and introduced processes to decrease days to fill successfully from over 50 days to an average of 30 days to fill in this fiscal year. In addition, she has been responsible for leading the compliance efforts that ensure we are meeting the regulatory requirements of the child abuse legislative Act 153. She has served as Treasurer and President of the Philadelphia Area Association of Healthcare Recruiters, leading the area's recruiters in supporting and developing healthcare professionals.

Prior to joining Abington, Amy was the Director of Human Resources and Marketing for Bourbon Community Hospital, a 58-bed, 200 employee for-profit acute care hospital located in Paris, Kentucky.

Amy's support of various hospital inpatient and outpatient departments over the years has advanced her skills in communication, facilitation and process improvement. She has successfully led

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departmental restructuring, internal investigations, reduction in force efforts, as well as employee engagement activities.

She actively works with leaders from across the organization to offer advice and recommendations regarding the issues and concerns facing their departments. Her presence at staff meetings helps employees get consistent communication around organizational initiatives impacting their employment. Her understanding of the business of healthcare gives credibility to her recommendations in working with other leaders. She listens to staff and constantly looks for ways to increase efficiency and eliminate waste. She understands and is responsible for spearheading many of the compliance and regulatory initiatives led by the Human Resources department.

On a personal note, Amy is an avid college basketball fan who supports the Wildcats of both University of Kentucky and Villanova University. She enjoys spending time with her husband and four young children, and participates in many activities involving sports, fine arts and other cultural and social programs. Travel and reading are among her favorite activities to do outside of work.

### CONTACT

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