

Vicki Wetenkamp, MT (ASCP), MBA, FACHE

Vicki Wetenkamp is the Administrative Director of Clinical and Service Excellence at Holy Family Memorial in Manitowoc, Wisconsin. She holds a Bachelor's Degree in Medical Technology from Marquette University, a Masters Degree in Business Administration from the University of Wisconsin, and is board certified in healthcare management through the American College of Healthcare Executives. She has been involved in healthcare leadership for over 20 years and is currently responsible for Quality Management including patient safety, customer service, case management, environmental safety, infection prevention and care coordination. Vicki is currently driving one of HFM's key strategies of Redesigning Care in collaboration with leaders in the other strategies of Ideal culture and Exceptional Experience. Vicki has a certification in Lean Healthcare from the University of Michigan, completed the AHA Healthcare System Reform Fellowship in 2011, and serves as a Wisconsin Forward Examiner in the Baldrige Criteria. When she isn't working to improve the quality of healthcare, she enjoys spending outdoor time with her family at their lakeside cabin in northern Wisconsin. She can be contacted by email at vwetenkamp@hfmhealth.org.