

Jordan Peck, PhD

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Current Position and Company. Jordan is the Senior Director of the Center for Performance Improvement at MaineHealth, a healthcare system headquartered in Portland, Maine.

Education History. Jordan has his bachelor's degrees from Binghamton University in Mechanical Engineering and Physics. He then received his master's degree and doctorate from MIT in Engineering Systems: Technology Management and Policy.

Experience and Interest in Healthcare Industry. Jordan started working in healthcare for his graduate research and was funded by the New England Veterans Engineering Resource Center (VERC). His first real job was with the VERC as a Sr. Staff Engineer. He then pursued an opportunity to be a program manager at MaineHealth, tasked with rolling out a Lean Daily Management System across the health system. Soon after, he was included in a large merger of performance improvement teams containing Lean/Six Sigma Specialists, Project Managers, Internal Consultants, Quality Experts, and Management Engineers and he was made Sr. Director. He loves that healthcare is more than a technical problem, it is also social and economic. Improvements you make have the ability to truly help people rather than just make or save money. He sees this as a unique and awesome opportunity.

Daily Work Activities. Jordan manages multiple teams of performance improvement experts. Their work varies from short term projects (like studying patient flow, optimizing surgical schedules or re-thinking staffing levels) to long term programmatic efforts (such as implementing lean daily management or spreading best practices in patient experience).

Useful Industrial Engineering Tools. Jordan always strives to apply the right tool to the right problem. To that end, he endeavors to learn new tools on a regular basis, but often finds that the right tool is statistical analysis/forecasting, discrete event simulation, and process mapping.



SHS Involvement. Jordan annually attends the SHS process improvement conference and has served as the chair of the Academic and Student Committee. He finds that SHS attracts the perfect mix of academic and applied healthcare improvement professionals. It is a great chance to interact and learn from people who think about healthcare and love it the way that he does. Jordan has been a member of SHS since 2010.

Favorite Memory of SHS. The second SHS conference Jordan attended, he was going to a networking social and realized that he knew people from the year before and that they remembered him. This made meeting new people more comfortable and the conference more enjoyable in general.

Outside Activities. Jordan was raised in a suburb of New York City (New City). He can often be found outside biking, hiking, camping (he is a lifelong Boy Scout) or inside playing video games. More recently, you will most likely find him playing with his family.