

Thomas Murphy, SHRM-SCP

Lee's Summit, MO
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Human Resources Executive

SKILLS

- Employee Engagement
- Leadership Development
- Performance Management
- Strategic Planning
- Mergers/Acquisitions
- Internal Communications
- Employment Law
- Benefits Administration
- Diversity & Inclusion
- HRIS/ERP Implementation
- Strategic Recruitment
- People Analytics
- Budgeting
- Compensation/Total Rewards
- Culture Development

PROFESSIONAL EXPERIENCE

LIBERTY HOSPITAL / THE UNIVERSITY OF KANSAS HEALTH SYSTEM

Vice President, Human Resources
Director, HR Operations & Engagement | Diversity Officer
Manager, Human Resources
Compensation & HR Analyst

Sept. 2016-Present

Aug. 2022 – Present
May 2019 – Aug. 2022
May 2017 – May 2019
Sep. 2016 – May 2017

- Led organizational engagement efforts, increasing employee engagement from the 18th percentile in 2019 to 57th in 2023
- Reduced contract labor cost by 67% over 12 months through strategic rate negotiations and innovative internal staffing strategies
- Managed labor control during hospital incidents including COVID-19 pandemic and cyber-security event in 2023
- Developed an HR Business Partner model to improve workflow and communication between Human Resources and leadership
- Reduced employee turnover 27% over 6 quarters by focusing on culture, retention and recruitment strategies, compensation strategies, leadership training and a commitment to transparent communication
- Created organization's first work plan to enhance diversity & inclusion efforts; achieved 'Top Performer' designation in the national Healthcare Quality Index; improved diverse hires by 35%
- Improved domestic utilization in the medical plan by 26% (inpatient) and 9% (outpatient) in 2022 by improving plan design while containing cost impact
- Implemented benefit enhancements such as rebate programs and clinical strategies to reduce medical/prescription claims cost; rebate savings of \$2.1M in 2022
- Implemented leadership development programs for existing and new leaders to drive internal career development, improving internal promotion rates across the system
- Scaled workforce +28% through acquisitions and organic growth to meet organizational needs
- Enhanced educational assistance program with new funding sources, improving participation by 210%
- Managed vendor transitions for retirement, employee assistance, & leave management programs
- Overhauled performance appraisal process; implemented quarterly check-in structure with 80-95% positive reception from staff and leaders
- Co-lead system-wide HR, Payroll, Finance and Supply Chain IT system conversion

- Ensured regulatory compliance with TJC and CMS standards with zero findings in HR, Employee Health and Clinical Education
- Aligned Human Resources policies and processes to support organizational strategies and objectives
- Assessed & redesigned total rewards offerings to attract and retain talent
- Implemented strategies targeting employee well-being perceptions, resulting in increased engagement scores
- Partnered with legal counsel; engaged in mediation and arbitration hearings
- Designed and launched merit-based pay program

WALGREENS

Store Manager

Community Leader

Assistant Manager/Retail Roles

July 1999-Sept. 2016

Dec. 2006 – Sep. 2016

Feb. 2010 – Apr. 2015

July 1999 – Dec. 2006

- Managed operational activities of over six retail locations
- Improved key metrics in sales, prescription volumes, customer satisfaction, profit and expense controls
- Achieved top-tier employee engagement and retention standards
- Created and facilitated training for store leadership positions across the market
- Oriented new leadership in stores
- Performed routine audits of stores' operations and collaborated with district leadership on improvement planning
- Top Performer in "Applied Drug Store Management" leadership development program

PROFESSIONAL MEMBERSHIPS

Society for Human Resources Management (SHRM)

Member 2017 – Present

Missouri Society for Healthcare Human Resources Administration (MSHRRA)

Member 2017 – Present

Board President (2024)

Board Vice President (2023)

Board Treasurer (2022)

American Society for Healthcare Human Resources Administration (ASHRRA)

Member 2023 - Present

EDUCATION & TRAINING

Bachelor of Science in Business (Concentration: Management)

University of Phoenix

Senior Certified Professional in Human Resources (SHRM-SCP)

Society for Human Resources Management

Diversity, Equity and Inclusion in the Workplace Certificate

University of South Florida MUMA College of Business

SHRM People Analytics Specialty Credential

Society for Human Resources Management