

## Biographical Sketch

**KEITH WINFREY, MSHSA**  
**Manager, Business Products-Survey Tech,**  
**Business Process & Application Innovation**  
**Division of Information Technology**

Keith Winfrey is currently the Manager of Business Products-Survey Tech, Business Process and Application Innovation in the Division of Information Technology, Strategic Planning, Business Process Analysis, Innovation and User Experience Department at the Joint Commission on Accreditation of Healthcare Organizations (JCAHO). In this role, he is responsible for Enterprise strategic planning, innovation, designing, developing, testing implementing, and maintaining laptop Survey Technology, Surveyor Intranet Portal, and Mobile Technology. He is also a Behavioral Health Care Surveyor.

Mr. Winfrey has worked for the JCAHO since 1990. He has held positions as Manager of Professional Services, managing the provision of consultant services for the Joint Commission Subsidiary, and Program Manager /Team Liaison responsible for development of Surveyor Education Programs and Field Education Programs for all Accreditation Services as well as Associate Director of Survey Technology in the Division of Accreditation and Certification Operations.

Mr. Winfrey has over 25 years of progressive management experience in a variety of health care arenas: acute care; med/surg; day treatment; alcohol and drug; inpatient; outpatient and residential settings. Before joining the Joint Commission, he was the Director of Quality Assurance and Utilization Review at Psychiatric Institute of Atlanta, Atlanta, Georgia. He also served as a Quality Assurance Specialist/Consultant for Brawner Psychiatric Institute, Smyrna, Georgia, and Laurel Heights Residential Treatment Center, Atlanta, Georgia as well as a Crisis Therapist/Crisis Supervisor for Clayton General Hospital, Riverdale, Georgia. Mr. Winfrey served as a Trustee Board Member for the University of St. Francis (2007-2011) and is currently a part of the Adjunct faculty in the College of Business and Health Administration graduate studies.

Mr. Winfrey earned his bachelor's degree in Clinical Psychology from the University of Illinois, Champaign-Urbana, Illinois. Additionally, he received a Masters of Science in Health Service Administration from the University of Saint Francis, Joliet, Illinois and a Certificate from Harvard Leadership Institute, Cambridge, Massachusetts. Mr. Winfrey is also a Certified Lean Six Sigma Green Belt.

Keith is married to the beautiful Bonnie Winfrey and they have two exceptional and wonderful sons, Kailen Winfrey and Kyler Winfrey.