

NAME 28

Address
City, State Zip
Phone Number
E-mail

OBJECTIVE

Administrator, Healthcare

SUMMARY

Over twenty years of diverse healthcare industry experience including health facility administration, financial planning, managed healthcare, medical recruiting, health systems compliance, network development and organizational development. Experienced in ambulatory clinic settings, tertiary hospitals, and regional managed care headquarters. Exceptional Strengths include: strategic planning, change management, financial management, team building, and optimizing results. Achieved rank of _____ in US Air Force.

PROFESSIONAL EXPERIENCE

US AIR FORCE Year – Year

JOHN SMITH MEDICAL CENTER (JSMC) – City, State Year – Year

Director, Health Systems Compliance and Improvement

Reported directly to COO and led the medical center’s compliance program. Member of medical center executive staff, and served as performance improvement specialist and consultant to medical center departments and governing board.

- Directed compliance preparations resulting in an outstanding Joint Commission on Accreditation of Healthcare Organizations (JCAHO) survey - hospital received only three Required Improvements, and reduced supplemental findings 66% from 15 on prior survey to only five on year-end survey.
- Led organization-wide preparation and submission of JSMC’s first-ever JCAHO Periodic Performance Report (PPR). JCAHO staff complimented organization on the thoroughness of report and action plans during post PPR teleconference.
- Conceptualized, built, and personally lead JSMC’s Tracer Methodology Team. Interdisciplinary team assessed organizational compliance, educated staff, and championed improvement initiatives such as identifying needed improvement and implementing a new pain-management process, resulting in a more thorough, consistent, and better documented management of pain.
- Pioneered Air Mobility Command’s test and use of new automated compliance tracking system. Successful design and implementation served as benchmark for 12 sister facilities.

REGIONAL HEALTH SERVICES DEPARTMENT – City, State Year – Year

Deputy Director

Responsible for directing the day-to-day operations of a regional health plan office. Staff of 30 was responsible for oversight of a \$3 billion managed care support contract.

- Served on transition task force for conversion to new managed health plan contract for Western Region. Partnered with network development and provider relations staff ensuring adequacy of provider network leading-up to contract conversion date.
- Integrated network development and provider relations staffs of several stakeholder groups into a matrix-structured work team, resulting in significantly improved teamwork and responsiveness to patient needs.
- Developed staff members by leading and coaching staff through certification by the Academy of Healthcare Management. Certification process resulted in improving the organization’s effectiveness in health plan policy development, decision-making and strategic execution.

MILITARY MEDICAL GROUP – City, State Year – Year

Administrator

Administrator for community hospital, including ambulatory clinics, dental, diagnostic services, and oversight of referral management process for externally acquired healthcare.

NAME

- Led multi-disciplinary task force responsible for planning and executing the rightsizing of hospital into an ambulatory clinic. Project challenged financial, personnel, marketing, facilities, and compliance acumen. Project resulted in JCAHO Accreditation as newly organized ambulatory services facility.
- Created and facilitated a weekly joint patient and staff focus group, which identified needed improvements, and led to consistently improved patient satisfaction ratings.
- Established a first-time radiologist sharing agreement with another ambulatory clinic. Contractual arrangement saved \$300,000 annually.

ARMED FORCES MEDICAL GROUP – City, State

Year – Year

Chief Operating Officer and Director, Network Development

Responsible for the day-to-day operations of a regional health plan office. Staff of 40 was responsible for oversight of a \$5 billion managed care support contract.

- Successfully led project over a period of months leading to Medicare HMO certification by HCFA of the Senior Prime Health Plan. This HMO was among the state's earliest certified senior health plans. HCFA surveyor commented "most prepared military senior health plan to date."
- Organized and facilitated numerous strategic planning sessions; frequently requested as a consultant by diverse organizational entities to assist with their strategic planning sessions.
- Planned, developed, created performance measurements and successfully coached the Senior Health Plan Board of Directors into a highly efficient and effective governing board.

AIR BASE HOSPITAL – City, State

Year – Year

Administrator

Administrator for base community hospital, including ambulatory clinics, dental, and diagnostic services. Responsible for developing and maintaining referral network of local healthcare services.

- Oversaw \$15,000,000 multi-year hospital life-safety upgrade and modernization program; resulted in securing continued JCAHO accreditation.
- Personally identified opportunity, built, and led team that improved patient referral process and reduced annual referral expenditures by \$200,000.
- Launched innovative network development campaign; identified and contracted previously unutilized healthcare providers in the market resulting in improved patient access and satisfaction while reducing costs.

EDUCATION

Masters Degree in Business Administration – State University – City, State – Year

Bachelors of Science Degree, Healthcare Management – University of State – City, State – Year

CERTIFICATIONS

Fellow, Academy of Healthcare Management

Certified Healthcare Executive, American College of Healthcare Executives