

Name, degrees

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MANAGING DIRECTOR PROFILE

Proven success directing and improving strategic business and patient care operations

Healthcare management change agent with repeated success delivering innovative program management, leadership and direction for multi-specialty ambulatory, acute and sub-acute health care organizations and consistently realizing targeted outcomes, budgets, cost improvements, compliances and quality metrics. Effectively collaborate across organization to meet goals and quickly master workflow and reporting systems. Optimize patient care quality while increasing patient volume and reducing costs.

Areas of Expertise

- Clinical Performance Outcomes/Patient Safety
- Cost Reduction and Avoidance
- EMR Implementation
- Contract Development/Negotiation
- Budget Administration/Management
- Project/Program Management
- Reporting/Analytics
- Regulatory Compliance

PROFESSIONAL EXPERIENCE

Facility Name Washington, DC
Senior Director of Health Services 9/2015-Present

Orchestrate strategic planning and management operations for all ambulatory care operations, including primary care, general dentistry, ophthalmology and psychiatric services for community-based service organization serving 15,000+ low-income or homeless individuals. Ensure cost-effective and quality patient care that complies with all regulations and industry guidelines. Manage and administer monthly budgets and expenditure reviews, prepare annual budget and oversee payment and reimbursement systems.

Key Achievements:

- Increased patient volume and number of appointments by 55% by developing and implementing strategic marketing plans, forming new partnerships and restructuring patient scheduling system
- Cut administrative costs by 43% while optimizing patient care by restructuring staff scheduling and hours within practice scope
- Reduced budget deficit for primary care by 95% and dentistry services by 130%
- Generated \$1.2M in additional insurance reimbursement by creating new business model
- Improved quality of care through expert use of data tools and software, including Meaningful Use, PCMH, CRISP, UDS, HRDIS, PQRS and CCQM-PC

Facility Name Rockville, MD
Director of Nursing Services 1/2014-8/2015

Directed and managed nursing services for five-star senior-living community with 160 skilled nursing beds, 66 assisted living beds and 200 clinical staff.

Key Achievements:

- Increased number of revenue sources and vacant beds while establishing cost containment strategies and improving quality of care via effective new business model with emphasis on restructured staffing systems
- Led nursing services to earn facility's highest CMS Annual State Survey results with no healthcare deficiencies to place as #1 sub-acute rehab facility in Baltimore County and within top five in Maryland
- Increased revenue by \$11K per day by achieving 100% occupancy rate for new skilled rehabilitation unit within three months of opening
- Saved 45% by reducing nursing and clinical department budgets while enhancing safety

- Developed value-added customized company-wide EMR system and restructured clinical educational curriculum to meet higher standards for evidenced-based practice
- Formed new contractual partnerships for pharmacy and lab services, resulting in higher operational efficiency, patient satisfaction scores and quality of care level

Smith and Associates, LLC

Washington, DC

Independent Healthcare Consultant

8/2013-1/2015

Delivered expertise in clinical operations, quality assurance programs, infection control, nursing education and training to management and staff of Continuing Care Retirement Communities (CCRCs).

Key achievements:

- Reduced number of hospital readmissions by 38%
- Cut equipment and medical supplies expenses by 28% via cost savings analysis and recommendations

Riverview Hospital

Baltimore, MD

Assistant Director of Nursing Services

1/2013-8/2013

Oversaw Quality Assurance and Performance Improvement Program and established clinical operational protocols for post-hospital, skilled nursing facility.

Key achievements:

- Reduced infection rates by 35% by establishing infection control program and reduced hospital readmission rates by 42%
- Improved regulatory compliance documentation for physicians and staff
- Trained, supervised and directed 85 nurses and nursing assistants

ADDITIONAL EXPERIENCE

RN Case Manager, Sun Valley Hospice, Richmond, VA, (8/2011-12/2012)

Critical Care Nurse, ABD Medical Services, Paris, OH, (4/2011-3/2012)

Charge Nurse/Clinical Nurse III, George Washington Hospital, Washington, DC (3/2010-3/2012)

EDUCATION AND CREDENTIALS

Johns Hopkins Carey Business School

Baltimore, MD

Master of Business Administration, Health Care Management

5/2015

Georgetown University

Washington, DC

Bachelor of Science in Nursing

12/2009