

CATHY REHFUS-WILSEK, MD, MBA

HEALTHCARE ADMINISTRATION MANAGEMENT

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Operations Director | Patient Safety-Quality Assurance Director | Compliance Director | Performance Improvement Change Management Director | Program Manager | Project Management | Recruiting | Training & Development | Cross-functional Team Building | Regulatory Compliance

A non-clinical medical doctor with a proven record in healthcare administration management, and expansive experience in higher education, operations, compliance, risk management, change management, and quality performance assurance. 18+ years' successfully leading and teaching in the medical field globally. Multi-unit experience in management and program development. Known to bring a full-scope perspective to every project, cultivating strong client, student and patient relationships, developing and driving process improvements, and delivering significant results. Interested in relocation to Arizona, Nevada, Texas, or Louisiana.

Strengths include:

- **Ensuring organizations function legally and ethically while meeting business goals.**
- **Negotiating contracts and requirements with vendors to ensure healthcare best practices.**
- **Presenting solutions and training to multi-level teams.**
- **Applying Lean Six Sigma tools to establish processes and tools for change management.**
- **Managing time, budgets and staff for pediatric cancer research and family- patient support.**

Education:

Master of Business Administration (MBA), focus **Healthcare Administration Management**, Davenport University

MD, focus **Clinical Pediatric Medicine**, All Saints University School of Medicine

Bachelor of Science, (BS) focus **Biological Sciences**, Loyola University Chicago

Certifications: ACLS, PALS, and FACHE in progress, from the American College of Healthcare Executives

Honorably served 6 ½ years in the **United States Air Force**.

Honors: Platinum Community Service Award & Volunteer of the Year

Volunteer: Beyond Hunger, Chicago area Nutritional resources; **St. Baldrick's**, Pediatric Cancer Research; **Leukemia and Lymphoma Society**, Fundraising for pediatric cancer research.

Professional History

Chief Executive Officer Administrator, CEO

International Consulting, *Chicago, Illinois*

08/2012 – Present

Establishing strategic plans to ensure the smooth and efficient operation of a hospital, home health care facility, hospice services and palliative care, and acute care facility. Manage the profit and loss statements for the hospital's business leading to **increased compensation by 65%**. Commanding Program Operations to accomplish the various business plans and assigned responsibility for implementation. Strategic plans for the organizations in compliance with the operations regulatory committee that led to a **95% improvement in compliance**. Developed and established operational performance for educational training programs to reduce 30-day readmission rates and **improved CMS payer compensation by 75%**. Healthcare multi-million-dollar sub-industry experience in pharmacy and Pharmacovigilance, behavioral, home health care systems and hospitals.

- **Reduced 30-Day Readmission Rates by 98%**. A home health client was losing physician referrals due to an increase in the 30-day readmission rate of their patients, causing the providers to be paid under Medicare part B at the lower compensation rate. Conducted a root cause analysis and reviewed the patient-client records. Discovered that 85% were due to medical issues such as underdosing, overdosing, improper dosing, and side effects. Developed a training program for the nursing staff emphasizing the importance of medication reconciliation education at each home visit.

Associate Professor

Woosong University, *Daejeon, South Korea*

11/2016 – 09/2018

Taught bachelor-level courses educating in clinical medicine, healthcare administration and management with the highest level of consistent vision and reliability in a blended classroom. Courses taught were Healthcare Biomedical Ethics, Hospitals Operational Development, Public Administration and Management Oversight, and Strategic Management. Drove curriculum development, performed course mapping, and authored institutional textbooks & publications. Served as a Faculty advisor, coaching and providing strategic direction for 12 international students, and as a faculty chair of the International Student Association.

- **Established an International Student Health Center, reducing absenteeism by 85% and increasing retention by 80%.** International students were missing a lot of classes due to lengthy wait times at the local health clinic. Researched the available clinical options for international students to find that the choices were limited. Discovered that the school had a dedicated health center but only for the Korean students. I proposed, designed, established, and controlled the organizational management of the International Student Health Center on campus.

Chief Program Director Medical

Majengo Medical Center, *Moshi, Tanzania*

01/2016 – 06/2016

Established Quality Patient Care while managing responsibilities over the hospital. Ensured efficient services designed to meet the charting needs of patients, physicians, public, and nursing staff. Oversight of the neonatal ward, maternity ward, and internal medicine ward daily operations. Crafted workflow patient safety policies and JCI Compliance SOP by implementing safety committee protocols through quality leadership. Established and directed standard work of self-sustainable neonatal operation center by collaboratively negotiating strategic medical equipment supply chain vendor affiliate partnership contracts that sustainably accomplished 95% adherence to the clinic's budget. Advanced community knowledge of social determinants of health caused by poor sanitation **reducing community morbidity and mortality by 60% and 70%** respectively through infection control.

- **Established a training program that increased Tanzanian infant survival rates by 75% and decreased neonatal morbidity by 80%.** Watched the birth of a baby born with the cord wrapped around his neck. The nursing staff was going to let the infant die, as they did not know basic neonatal CPR or neonatal exam techniques. Researched best practices evidence-based medical training for neonatal nursing staff. Designed and implemented a training program for the nursing staff called "Karibu Duniani" meaning Welcome to the World. The training program centered on the basic techniques needed to perform a neonatal exam, perform neonatal CPR, and the importance of proper hygiene for newborn parents to follow.

Professor

Westwood College, *Chicago, Illinois*

09/2015 – 04/2016

Taught bachelor-level courses in Introductory Healthcare Administration, Process Improvement and Operational Support, Product and Program Development, and Hospitals Medical Billing and Coding. Responsible for student retention and program delivery.

Quality Assurance Supervisor

RSA Medical, *Naperville, Illinois*

06/2014 – 08/2015

Recruitment and sourcing, engagement, on-boarding, training, support services, employee development, and continuing business operations development. Proactive courteous management of call-center ACA/HMO/PPO HRA provider relations operations team of 75 employees. Measured the Information Technology data analysis driven quality metrics performance appraisal of customer service phone-based interactions with consumers through the review of recorded calls by Member Customer Services Representatives.

- **Introduced employee performance improvement plan that reduced HIPAA violations by 90%.** While conducting QA audits on client interactions, it was discovered that client engagement specialists were violating HIPAA regulations on an alarmingly regular basis. Conducted employee interviews and a root cause analysis.

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Concluded that most of the representatives did not understand that while they were not healthcare providers, they were considered covered entities under HIPAA, and were subject to the same rules of confidentiality. A new training program was designed and executed.

Executive Director, Chief Operating Officer (COO)

Paige Wilsek Leukemia Foundation, *River Grove, Illinois*

06/2014 – 08/2015

Corporate operations and governance of the complete spectrum of 501(c)3 organization fundraising of over **\$3 million** towards mission directives and facility management. Financial analysis management with analytics of monthly financial reporting on cost control. Human Resource Staff Development and Recruitment for 5 staffers and up-to 35 volunteers. Allocated operating budget resources through financial results.

- **Welcome Packages helped over 300 families with acclimation into the patient and caregiver roles.** Families of newly diagnosed cancer patients often find themselves in the hospital for lengthy stays without any orientation and assistance. Started a program bringing necessity baskets to the families of children newly diagnosed with cancer. The baskets included age-appropriate toys and games for the kids, age-appropriate games and toys for the siblings of the patient, and books, journals, pens, pencils, and snacks for the caregivers of the patients. Established an additional \$500 honorarium to help with hospital stay related expenses.

Technology

Microsoft Suite: Excel, Word, Outlook, PowerPoint, EMR, EHR, macOS, Windows, LMS, Blackboard

Keyword Skills - Experience Factors - Personal Qualities

Accountability, Best Practices, Change Management, Client Satisfaction, Compliance, Conflict Resolution, Contingency Planning & Disaster Recovery, Continuous Process Improvement, Course Development, Cross Functional Team Building, Customer Satisfaction Improvements, Dispute Resolutions, Disciplined, E-Education, E-Learning, Employee Development, Employee Safety Programs, Engaging, Energetic, Ethics & Integrity, FDA, Food Safety, Global Business Operations, Global Presentations, Global Readiness, Government Advocacy, Health & Welfare Plans, Health Care Management, Implementation Management, Dynamic Environment Influence, Interpersonal Communication, Issue & Management & Advocacy, JCAHO, KPIs, Executive Leadership Experience, Leadership Development, Lean Six Sigma, Learning Strategy, Multi-Site Operations, Needs Analysis, Needs Assessment, Needs Surveys, Non-profit, Office Management, Organizational Development, Outreach, Performance Improvement, Performance Measurement, Performance Metrics, Policies & Procedures, Policy Development & Implementation, Presentations, Program Audits, Program Design, Program Development, Program Evaluation, Program Management, Public Speaking, Relationship Management, Resource Optimization, Risk & Compliance Management, Risk Management, Scheduling, Staff Development, Strategic Planning, Talent Management, Teamwork, Training Design, Training Program Design & Delivery, Vendor Negotiations