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DIRECTOR OF OPERATIONS – PROGRAM MANAGER

Process Improvements/ Growth Strategies / Multisite Operations / Regulatory Compliance / P&L / Budgets / Startups / Turnarounds / Performance Improvement / Cost Reduction / Customer Service & Satisfaction / HR / Change Management / Planning / Facilities / Training & Development / Team Building / Project Management / Call Centers / JCAHO / HIPAA / ACA / Strategic Alliances / Administration / Performance Measurement

A versatile operations executive with a strong record of accomplishment in multiple industries, including healthcare, education, financial services and food manufacturing. Recognized for driving strong improvements in revenue, efficiency, productivity, quality, compliance and satisfaction while reining in expenses. At organizations such as **Clinica Family Health, Concentra Health Services, Interim Health Care of Greater Denver** and elsewhere, led teams to consistently surpass demanding corporate and client expectations. Can make a strong impact by:

- Planning & executing growth & expansion strategies**
- Optimizing processes to maximize efficiency & quality**
- Ensuring rigorous internal controls & regulatory compliance**
- Assembling, mentoring & motivating top multidisciplinary talent**
- Delivering best-in-class levels of client care, service & satisfaction**
- Fostering innovation, continuous improvement & operational excellence**

A natural leader and high-energy motivator. Earned an **MBA** and **Health Services Administration Graduate Certification** from the *Keller Graduate School of Management*, and a **BA in Education & English** from *Olivet College*. Member *American College of Healthcare Executives (ACHE)*,

SELECTED ACCOMPLISHMENTS

Drove call center performance gains. Low morale and high attrition at Clinica caused long wait times and falling patient satisfaction. Created new training and Best Practices. Added staff and equipment. Cut wait times from 30 to <5 minutes or less with 80% of calls answered within 90 seconds. Cut turnover by 40 points. Reduced complaints by 60%.

Doubled capacity with a capital project. Patient growth outpaced Clinica capacity. Led a \$2M expansion project, managing all facets from planning and negotiations to construction and launch. Added 15,000 sf of clinical space and 15 exam rooms. Doubled clinical staff and patient capacity. Completed the project on time and under budget.

Sparked growth with process improvements. Patient onboarding at a Clinica site was complex and slow, causing doctor and patient frustration. Created a dedicated new-patient team. Accelerated onboarding. Reduced both provider fatigue and new patient wait times. Fueled 10% growth, more than double the 2% to 5% corporate average.

Turnaround boosts NPS ratings 60 points. A Concentra occupational health center missed client satisfaction goals. Led a performance improvement initiative. Developed new training, strengthening accountability. Elevated net provider score (NPS) ratings from 20% to 80% overall. Took the location from worst to near-first performance regionally.

Cured compliance deficiencies. With a state audit looming, Interim Health Care failed to meet rules for home health/staffing employees. Developed new HR processes, training and controls. Conducted an internal audit to identify and cure any issues in advance of the state audit. Enabled department to pass the state review with no deficiencies.

CAREER HISTORY

Director of Operations, Baptist Health, 2018-Present. Baptist Health Medical Group, the largest not-for-profit health system in Kentucky, Recruited to manage all operations for Powderly Healthplex and Central City offices. Healthplex houses primary care, lab, radiology, urgent care and a specialty suite.

Clinic Operations Director, Clinica Family Health, a \$40M healthcare provider and clinic network, 2012-2018. Recruited to manage all operations for site in Adams County, CO. Managed 75 multidisciplinary professionals and budgets to \$7M. Beginning in 2016, took on a concurrent additional role as **Communications Center Director**.

Center Operations Director, Concentra Health Services, 2010-2012. Recruited to direct all operations for a clinical health care facility. Managed a team of 25 multidisciplinary professionals and P&L on center revenues to \$10M.

Earlier: HR Manager, Interim Healthcare; Career Services Rep., Everest College; HR/Office Manager, Trinity Capital; and Trainer, Shamrock Foods.