

— RAQUEL “KELLY CARBONE” —

EXECUTIVE DIRECTOR OF OPERATIONS

CONTACT

720-273-6988

raquelkellycarbone@gmail.com

PROFILE

Highly motivated, resourceful, and accomplished Healthcare Executive with extensive experience in managing and directing healthcare operations. I am a passionate leader who thrives in achieving goals that providing maximum benefits for all areas of an organization. I believe in being a high performer and never settling for less than overachieving. I believe in the art of management and steer those around me to always seek innovation, integrity, and excellence in their performance.

SKILLS

- OPERATIONS MANAGEMENT
- PROCESS ANALYSIS & IMPROVEMENT
- GOAL-BASED KPI IMPROVEMENT
- RAPID GROWTH MANAGEMENT
- PROVIDER RECRUITMENT
- LEADERSHIP DEVELOPMENT
- INNOVATIVE PROBLEM SOLVING

EXPERIENCE

Executive Director of Operations

February 2020 – Present

After having spent approximately 1 year as the Executive Director of Operations for the Pediatric Division – I was presented with another promotion into general Director of Clinic Operations. This promotion offered the addition of 2 clinics, one family practice and one internal medicine practice. A great accomplishment was the continued operations of all clinics during the Covid-19 pandemic, where I led the implementation of telemedicine. Daily, I direct all the clinic practice managers in operations, and KPI improvement. In August 2021, I was able to launch a new clinic site (de novo) increasing the clinical sites that I oversee to 7. During the last 12 months we have been working with various incentive programs and performing provider recruitment to achieve our goal of growth.

Executive Director of Operations – Pediatric Division

February 2019 – February 2020

In March of 2018, our clinic was merged with a bigger organization: OnPoint Medical Group. One of the biggest primary care groups in South Denver. In less than a year, I was offered a promotion to be the director of their pediatric division. Their pediatric division included Rose Pediatrics and Lone Tree Pediatrics. Both clinics are multi-site locations, and I was in charge of partnering with the provider lead for strategic accomplishments and directing local clinic management in KPIs.

Practice Administration

October 2011 – February 2019

Practice Administrator of Rose Pediatrics a multi-site pediatric clinic in the Denver area. As a Practice Administrator I was able to identify areas in need of improvement and implement procedures that helped me secure improvement. Shortly before joining, the practice had opened their second location. I was able to double its size and help it achieve billed revenue greater than its original site. During my time here I participated in various quality programs that increased incentive revenue for the clinic.

EDUCATION

MBA

2018-2021

General Master of Business Administration – extensive knowledge of healthcare arena.

Bachelor of Arts

2000-2002

Received my Bachelor of Arts from Chadron State College with a focus on business and double minors in marketing and marketing management.