

HEALTH CARE OPERATIONS MANAGER

- **Results-driven change agent with proven success in 20 years' experience evaluating, defining, recommending, and implementing process, operational, and ambulatory practice solutions** that have increased efficiency, enhanced productivity, improved quality of services, and strengthened operational performance.
- **Analytical problem-solver skilled in collaborating with management, clients, and teams** to analyze needs and issues; define strategies and approaches; evaluate risks; and lead the introduction and adoption of tools, standards, and best practices to meet client and organizational goals.
- **Organized, take-charge leader with exceptional follow-through abilities;** able to plan and oversee all aspects of process re-engineering, operational improvement, and change management initiatives from inception to successful conclusion.
- **Natural collaborator with recognized ability to build synergy between teams, partners, and departments** to drive change, meet quality and regulatory objectives, and improve patient satisfaction across fast-paced medical environments. Develops high-performing teams as documented in high performance appraisals; 2021 employee satisfaction survey resulted in 100% of direct-reports delineating 100% satisfaction with performance management.

EXPERIENCE & ACHIEVEMENTS**Medical Office Manager – Physician Services, DC Region**

2002-Present

MedStar National Rehabilitation Network – Washington, DC

- Manages staff of 12 individuals in daily medical office operations – team includes patient insurance specialists, office supervisors, office coordinators, access specialists, and assistants; schedules and leads regular operational training and staff meetings.
- Created an access center (call center), developing new opportunities for career growth; devised new roles and promotion levels for access specialists and office assistants to grow professionally without necessarily going into management.
- Manages workflow operations, ensuring operational efficiency and flow from front office to clinical staff; increased over-the-counter collections by 80% in 2 years; implemented touchless registration system and pre-visit electronic documentation system, creating efficiency and throughput from the front thru to the clinical team.
- Supports staff and medical physicians in operational efficiency, consistently improving patient satisfaction across the organization.
- Develops and implements streamlined organizational policies and procedures for the MedStar NRH ambulatory psychiatry services department.

- Successfully implemented telemedicine technology, workflows and protocols during the pandemic for 4 ambulatory practices of 15 attending physicians, and 20 residents and fellows, resulting in 100% adoption of telemedicine technology by all providers and clinicians in the clinical practice within 21 days of shutdown.
- Successfully assisted AVP of Physician services to expand our physician practices to the Navy Yard corridor in Washington, DC, including securing credentialing of the site with the Department Of Health And Medicaid Services.
- Maintains dynamic working knowledge base in medical compliance and regulatory requirements per state and federal regulations; translates and communicates industry standards and practices to staff.
- Developed and implemented authorization process for the enhanced prevention of insurance denials, cutting pharmacy costs, resulting in saving the practice \$500,000 annually in specialty pharmacy costs; manages financial operations – invoicing, payment processing, and preparation of deposits.
- Implemented dynamic new system for patient attendance, resulting in decreased patient no-show rate from 22% to 7% within 1st year of hire.
- Leads regular educational training sessions with staff with clinical and medical staff; conducts chart auditing in tandem with training and instruction.
- Independently developed central call center within the department of psychiatry, streamlining management of patient calls within the region. Call center routes 69,000+ calls annually, scheduling for 6 office locations within 2 regions for 25 attending physicians, 18 residents, and 3 fellows.
- Served as Master Trainer within the High Reliability Organization 2014-2018 while maintaining regular daily management duties and activities; facilitated new team member orientation for incoming staff; works alongside HR in scheduling interviews, new member onboarding, paperwork, and required documentation.
- Completed 18 hours of in-person training for healthcare quality.
- Served as Patient Family Advisory Council for Quality and Safety committee (PFAQS) member for 1 year.

EDUCATION & CREDENTIALS

Pursuing Bachelor of Arts, Healthcare Management – University of Maryland University College, Adelphi, MD (Dec 2021)

Associate of General Studies – Prince George's Community College, Upper Marlboro, MD

Certified Professional Coder (CPC)

Active Member, American Academy of Professional Coders (AAPC)

Active Member, Emergency Preparedness Committee, MedStar NRH

Active Member, Clinical Documentation Council, Physical Medicine & Rehabilitation Department