

VIVIAN MCNINCH

Wind Gap, PA

201-674-3676

Vattardo7@netscape.net

EFFICIENT PRACTICE MANAGER | ANALYTICAL & METRICS FOCUSED | CUSTOMER SERVICE EXCELLENCE

- Accomplished Practice Manager with a track record of transforming practices to run efficiently by implementing data-driven plans.
- Cultivates a culture of learning and continuous improvement in clinical and clerical staff.
- Achieves metric-defined success through the development and implementation of practice workflows.

EXPERIENCE

JUNE 2015 – PRESENT

PRACTICE MANAGER, LVPG PHYSICIANS GROUP

Overseeing operations for fast pace group practices in Whitehall and Palmerton. Leads prioritization and planning of several projects for my practices and the Department of Family Medicine.

- Optimized clinician templates and scheduling, instituted daily monitoring of schedules, and leveraged a new physician for most new patient appointments to allow existing patients to schedule with their PCP. This improved new patient access, from the lowest department in all Family Medicine, at the beginning of FY17 to being one of the top 3 practices in FY18 and FY19.
- Restored new patient access to Pre Covid levels in practice after Covid forced the closure of one of two practice sites. Improved New Patient Lag by 200%.
Achieved by:
 - Reinstated efforts from FY19 and worked with pediatrics to borrow additional exam room space allowing more face-to-face time for Family Medicine clinicians.
 - Identified schedulers who were not following optimal workflows by building a new daily report and correcting their actions with education.
- Standardized the onboarding for clinical (LPN / MA) and clerical (PSR) new hires that were then implemented across the Family Medicine department.
- Achieved 2nd highest percentage of Annual Medicare Wellness exams in the Family Medicine Department by developing and implementing a Pre-Visit Planning workflow for clerical staff to identify patients due for the Medicare Wellness Exam. I also secured provider buy-in to incorporate these exams in the already scheduled follow-up appointments.

- Recruited to be a key contributor on a team working with Navigent to improve collections by reducing write-offs due to my knowledge and experience with the real-time eligibility system and workflow development.
 - Team developed checks for Annual Wellness Visits and Pneumovax using RTE.
 - Successfully piloted the program in my practice, which led to it being implemented throughout LVPG.
- Decreased patient no-show rate by 9% by reallocating patient service representatives (PSRs) to follow revised workflows that had them reaching out to patients during evening hours.
- Led a smooth consolidation of the Catasauqua practice into the Whitehall practice at the start of the COVID-19 pandemic through the definition of workflows & training
 - Trained Catasauqua staff on standardized PT/ INR workflows implemented in Whitehall
 - Revised existing workflows to accommodate needed changes for the provider structure during the transition.
- Developed and implemented workflows for pre-visit planning and closing care gaps in a virtual setting to accommodate the transition to increased virtual care. These workflows were shared throughout the Family Medicine department.
- Used patient feedback to adjust patient communication practices resulting in an 11.6% increase in Net Promoter Score from the beginning of FY21.

NOVEMBER 2007 – JUNE 2015

PRACTICE MANAGER, SKYVIEW ORTHOPEDICS ASSOCIATES / ADVOCARE ORTHOPEDICS & SPORTS MEDICINE

Managed the operations of an orthopedic surgical practice, including billing management, marketing strategy, staff training, and workflow improvements.

- Identified the cause of a financial crisis and improved collections within three months.
- Designed a website and online presence on social media, developed relationships with PCPs, created a TopDoc profile, and marketed the surgeon as the physician for a minor league baseball team and transitioned this to a part-time marketing professional resulting in new patient growth of 7% year over year.
- Implemented the use of a scribe, ensured completion of progress notes and detailed information increased the worker's compensation panel of patients by 15%.
- Led the team's research, implementation, and training on an EMR system.
- Increased radiology authorizations by creating standardized criteria for the surgeon to address and document during the clinical exam, decreasing the need for physician review and reducing denials.

JULY 2005 – APRIL 2007

OFFICE MANAGER, ACTIVE JOINTS ORTHOPEDICS

- Increased practice by 20% through
 - Implementing a phased approach to out-of-network insurance reimbursement
 - Recruiting for another orthopedic surgeon allowing the lead surgeon to focus on hip replacement specialization and research.
 - Developed relationships with local PCP offices to increase patient referrals.

- Implemented a new EMR system and developed templates for surgeons to use for documenting patient exams
- Implemented the use of a scribe
- Acted as a liaison between Principal Investigator and sponsor, maintained patients' files, and organized study material

EDUCATION

ANTICIPATED GRADUATION: JUNE 2024

BS BUSINESS ADMINISTRATION WITH A CONCENTRATION IN PROJECT MANAGEMENT, SOUTHERN NEW HAMPSHIRE UNIVERSITY

Current GPA 4.0

National Society of Leadership and Success – March 14, 2022

Alpha Sigma Lambda – December 7, 2022

JUNE 2000

MEDICAL ASSISTANT CERTIFICATION, THE HOHOKUS SCHOOL OF MEDICAL SCIENCE

GPA 4.0

ACTIVITIES

I have a passion for coaching and helping others discover their potential. I love the outdoors and spend most of my free time as a girl scout troop leader, PTA volunteer, soccer mom, and t-ball mom.