

## SENIOR MANAGER/SPECIALIST LEADER HEALTHCARE

### Executive Profile

Seasoned Health Care Leader and clinician with deep operations experiences spanning multiple markets and health care delivery systems. Demonstrated ability to lead complex projects to successful completion, working with multi-disciplinary teams of Executive Leadership teams, physicians, management and staff/clinicians. Excellent communication skills, creative strategic thinker and collaborative team builder. I have spent the last 18 years serving leading healthcare organizations across the country, including Mayo Clinic, UMHS and Cedars-Sinai as a Senior Leader with Deloitte Consulting LLP. Seeking opportunities to work with innovative, cutting edge organizations targeting healthcare transformations.

### Skill Highlights

- Identifying/Building New Service Offerings
- Creative Problem Solver/Innovator
- Process Transformation with Change Management
- Healthcare Informatics (merging technical with operations)
- Creating and Maintaining a Performance Based Culture
- Growing and Developing High Performing Team
- Oncology/Transplant RN with pharmaceutical research experience

### Core Accomplishments

- Successfully managed and drove highly complex technical and organizational transformations at the country's leading healthcare organizations
- Management of \$100M++ budgets
- Management of on-going communication with Board of Directors and C Suite
- Facilitated communication and strategies to build and improve Physician Adoption
- Developed multi year, multi state/multi region timelines to deliver on time, in scope and on budget projects
- Implemented targeted benefits, metrics and Best Practices, as a part of clinical transformation efforts, resulting in tangible bottom line financial benefits

### Professional Experience

#### Senior Manager/Specialist Leader HealthCare

May 1999 to March 2017 Company Name

- Served as a Practice Leader in Deloitte's Healthcare Strategy and Operations Practice
- Provided advisory services to enable clients to manage ever changing Healthcare Landscape
- Provided Leadership and Project Management to large, complex multi year technical and operational transformations
- Clients served include: Mayo Clinic, Kaiser Permanente, Cedars-Sinai, Sutter Health, University of Michigan Health System, CHI and Children's Hospital of Wisconsin
- Authored and contributed to numerous whitepapers and published content on HealthCare Delivery and Improvement

#### Director of Home Care Services

May 1996 to May 1999 Company Name

- Served as Director of Homecare Services for a hospital based agency that served a 10 county area (rural and urban)
- Participated in the planning and implementation of merger and acquisition of additional homecare company
- Re-engineered operations and processes which resulted in increased efficiency and responsiveness of the agency, as well as a 40% increase over a 1 year period (decreased cost per visit and decreased utilization to maximize reimbursement)
- New program development: Infusion Services, Pediatrics, OB, Mental Health and Private Duty

#### Executive Director/Owner

February 1993 to May 1996 Company Name

- Developed, planned and implemented a cost-effective healthcare delivery system that has been recognized as a model for children with special needs.
- Center provided nursing care, as well as, PT, OT, ST and educational services to medically fragile children and their families.
- Center was first of its kind to receive JCAHO certification.
- Successfully lobbied the State of Ohio Medicaid Waiver program to reimburse for services provided at a free-standing facility.
- Contracted with third party payors and insurers for reimbursement.

#### Nurse Manager/RN

January 1984 to January 1993 Company Name

- Rainbow Babies and Children's Hospital has been consistently recognized as one of the top five children's hospitals in the country.
- Managed a 35 bed Bone Marrow Transplant/Oncology unit.
- Daily operations management accountability.
- Served as a member of the design team that developed the facilities planning, workflow design and patient care "experience" for a new 300 bed pediatric hospital.

## Education

Bachelor of Science : Nursing Ursuline College 1/4 City , State

Executive Healthcare Management Certification CWRU Weatherhead 1/4 City , State

MBA : Healthcare Management Cleveland State University 1/4 City , State \* Completed 3 of 4 years course work

## Publications/Presentations

- Optimization after Implementation
- Value Based Billing
- Transforming Healthcare
- Clinical Management Redesign
- Developing Multi-Disciplinary Clinical Content

## Skills

Seasoned HealthCare Advisor, Excellent Communication Skills, Creative Problem Solver, Innovative Critical Thinker, Leader, Change Driver