

## HEALTHCARE CONSULTING PROJECT ASSOCIATE

### Professional Summary

Demonstrates exceptional professional agility adding value quickly in any role. Effectively anticipates and responds to non-static clinical, operational and financial demands. Proven consulting and analytical expertise in physician practice management, revenue cycle and in the medical device, supply and biopharm market. Collaborative partner with leading global health company sales teams. Leader in strategic market expansion and operational growth. Known for unquestionable interpersonal skills and passion for teaching, having developed robust education programs. Dual US-EU citizen - compelled by language and global markets.

### Education and Training

May 2013

Select One : Health Information Technology University of Texas - City , State , USA

### Health Information Technology Executive Education

April 2010

Master of Health Administration : Graduate School of Public Health University of Pittsburgh - City , State , USA

April 2008

B.A : Communication and Rhetoric University of Pittsburgh - City , State , USA

### Certificate in Professional German

### Graduated Magna Cum Laude

August 2005

Intensive Language Studies Die Neue Schule - City , State , Germany GPA: Magna Cum Laude

### Accomplishments

- More
- More
- Awarded coveted post graduate administrative fellowship upon Master of Health Administration completion

### Skill Highlights

- Microsoft Excel, Word, Power Point, Visio & Access
- NextGen Electronic Practice Management Super User
- NextGen Electronic Health Record End User
- PolicyTech
- Vantage Analytics
- Valify Purchased Services Analytics
- PeopleSoft Financials & Supply Chain Management
- Lawson Supply Chain Management

### Professional Experience

10/2013 to Current

Healthcare Consulting Project Associate Company Name - City , State

- Oversee data analysis to support cost savings and management strategies
- Recommend non-labor cost reduction savings based on cross-functional business analysis Manage operations of clinical and perioperative work streams
- Lead team meetings presenting client deliverables to executive leadership groups
- Build consensus among key decision makers to support project implementation
- Engage appropriate clinical stakeholders to evaluate and approve product conversion
- Negotiate medical supplier, manufacturer and contracted services agreements
- Leverage partnership with group purchasing organizations (GPO) to maximize contract access
- Interpret financial data, stakeholder preferences and clinical evaluation information
- Facilitate commodity standardization in collaboration with system supply chain
- Write audience specific communications for all product and service changes
- Create clinical education copy for product implementations and conversions
- Navigate client databases to extract and analyze financial, purchasing and other health data
- Facilitate strategic account partnership between client, supplier and vendor relationships
- Develop comprehensive guidelines for client transition planning
- Design custom development programs to educate internal and client resources
- Balance projects and accommodating multiple client needs Accomplishments
- Develop client specific value analysis and reporting methodologies
- Support identification and implementation of \$30M in clinical and interventional initiatives
- Validate over \$20M in financial savings (including diagnostics and pharmacy initiatives)
- Implement financial enhancement models for revenue cycle process change optimization
- Lead sustainability reviews to ensure clients continue to realize implemented savings
- Slash over \$30M in annual recurring non labor expenses.

06/2010 to 06/2011

Administrative Fellow Company Name - City , State

- Participation in all MSO services including billing and cycle revenue management, call center services, provider credentialing, practice assessments and vendor management
- Centralize Program Registration and Benefits Assistance department using root cause problem solving strategies Perform community analysis and serve as outreach coordinator for aligned organizations
- Open two pediatric clinics including preparation, purchasing, set-up and go-live
- Manage business operations of a two-provider pediatric clinic
- Create and execute electronic fax solution pilot to streamline clinical communication and eliminate resource waste
- Coordinate prenatal tours across 7 pediatric clinics to capture pediatric and women's services growth potential
- Manage medical services requests across clinics, billing, program registration, patient experience and navigation
- Write, manage and monitor front office policies, procedures and compliance.

06/2011 to 05/2013

Director of Clinical Support Company Name - City , State

- Responsible for the overall quality and accuracy of clinical front office functions
- Practice acquisition of new clinics including project management, staff assignment, purchasing and go-live
- Primary liaison between billing, finance, credentialing and operational procedure issues at 28 clinics
- Oversee training, application and adherence of all front office program initiatives
- Plan and lead quarterly front office and program registration workshops for over 100 attendees
- Hire and train front office personnel
- Produce financial dashboards for practice administrators and medical directors
- Write training guides for Centex System Support Services and Confluence Conduct NextGen EPM implementation, testing and end-user training
- Oversee leave approval in NextGen and ADP for 36 physicians and mid-level providers across 10 clinics
- Manager of all business operations and 7 direct reports at family medicine clinics and lab Lead patient safety and clinical competence initiatives for successful Joint Commission re-accreditation
- Accomplishments
- Manage daily clinic collections & reporting process change to eliminate zero-tolerance financial errors
- Restructure front office new hire orientation curriculum to improve employee satisfaction and retention
- Define corporate scheduling and collections policies to increase front office collections by 11%
- Design Explorative Technology Front Office Workflow Redesign pilot to reduce encounter cycle time and improve workflow
- Establish University of Texas Health Information Technology partnership to coordinate clinical observations/practicums.

05/2009 to 05/2010

Administrative Resident Company Name - City , State

- Reconcile physician contracts to measure clinical productivity and bonus allocation.
- Design mid-level provider clinical rotation program and database to support tracking and recruitment efforts.
- Collaborate with administrative leadership to develop cost savings initiatives to identify opportunities in divested business units, corporate real estate and facilities management.

03/2009 to 05/2009

Contractor, MHA Candidate Company Name - City , State

- Analyze current marketing situation with collaboration among executives, staff, and external stakeholders.
- Apply marketing concepts to identify and appeal to target market of long term acute care consumers.
- Create marketing plan to expand referral base, form strategic alliances and focus on personal selling.

02/2009 to 05/2009

Contractor, Pilot Immersion Program Company Name - City , State

- Identify current appointment process challenges for residents using flowcharts and project management tools
- Redesign computer access request process for system users to reduce throughput time and increase trainee satisfaction
- Apply Six Sigma concepts to streamline nurse educators' suite to increase capacity and eliminate waste

## Skills

acute care, administrative, go-live, streamline, ADP, Balance, Benefits, billing, business analysis, business operations, call center, contracts, conversion, cost reduction, client, clients, data analysis, databases, database, facilities management, family medicine, fax, finance, financial, focus, Front Office, functional, German, Health Information Technology, leadership, marketing plan, marketing, market, meetings, access, navigation, optimization, patient safety, perioperative, personnel, policies, presenting, problem solving, project management, purchasing, quality, real estate, recruitment, reporting, selling, scheduling, strategic, strategic alliances, supply chain, user training, vendor management, Workflow, workshops