

CANDIDATE NAME

Achieves operational excellence by executing strategic healthcare policies; builds and strengthens leadership development initiatives.

Healthcare Management Executive  **P&L Responsibility**  **Financial Planning & Management**

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Seasoned medical executive leveraging experience with patient-family logistics, cost control, and revenue opportunities to grow hospital operations, improve quality of care, and propose advances in medicine. Sought after for business planning and complex companywide policy execution to transform underperforming, non-compliant units and programs into revenue-generating ventures. Oversee healthcare talent recruitment, onboarding, ongoing training, and development of industry-leading, competent professionals.

Strategic Planning & Implementation

Project & Program Management

Policies & Procedures Development

Cross-Functional Collaboration

Stakeholders Relationship Management

Strategic Team Hiring & Development

Certified Case Manager

MS Office, Adobe InDesign, QuickBooks

Electronic Medical Records

PROFESSIONAL EXPERIENCE

Chief Operating Officer, Healthcare Inc.

07/2017 – Present

Provide operational leadership to establish an efficient operating structure across 3 companies to ensure seamless customer experience. Conduct new employee orientations and onboarding and facilitate training and education programs for the infrastructure workforce. Design, execute, and assess the effectiveness of company policies and processes. Create and negotiate vendor, physician, and medical facilities contracts. Ensure compliance with Medicare, Medicaid, regulatory, and legal guidelines.

Strategic Business Initiatives

- Spearheaded the development of medical billing and physician group divisions in collaboration with the CEO and Board of Directors. Acquired permits and licenses, set up agreements, implemented the electronic health record, and hired staff.
- Leveraged the new billing arm to incentivize physicians to switch to profitable, in-house billing and administrative services including medical assistance support, financial accounting, and staff hiring to improve physician productivity.
- Enabled expansion across states by redirecting the majority of the ownership to the physician division and making it the face of the company; subsequently improved customer satisfaction and industry standards compliance.
- Support business development and new partner acquisition by directing the marketing team towards viable business prospects and by developing business partner proposals.

Operations Management

- Created the strategic business plan, quarterly goals, vision, and mission from scratch and trained the CXOs and Board of Directors. Developed a company master contingency plan and trained all personnel on its creation and benefits.
- Reduced operating expenses by 40% by providing cost-effective alternative resources and efficient tools to physicians.
- Optimized operational cost by outsourcing expensive and tedious HR and IT troubleshooting services.
- Revamped company website to improve traffic by adding new and attractive content; included information for new divisions.
- Build and maintain relationships with key clients including skilled nursing facilities, assisted living and home health companies, and physicians via personal visits, regular follow-ups, and satisfaction survey results analysis.
- Analyze competitive intelligence: assess the market landscape, competitor policies and pricing strategies, and their impact on the business model.

Series of promotions to **Director – Patient Outcomes**, Rehabilitation Hospital

03/2014 – 07/2017

Helped the hospital climb to rank #10 in the nation for patient care and outcomes. Oversaw the Case Management, Health Information Management, and Utilization Management departments. Directed physical therapists, nurses, case managers, coders,

social workers, and office and support staff. Developed and implemented hospital/patient outcome strategies. Managed PPS/DRG payments.

Strategic Program Management

- Facilitated hospital opening by acquiring the joint commission accreditation, arranging for medical equipment and logistics, implementing standard policies, and training on accurate documentation in collaboration with the senior leadership.
- Achieved \$500K reimbursement held in the Medicare auditing process by ensuring alignment of internal processes and systems with audit needs. Initiated the Targeted Probe and Education with Extrapolation (TPEE) program by working with medical representatives. The method was adopted regionally and reduced the amount held to \$90K in 6 months.
- Developed and managed CMS-level appeals including ALI, Additional Documentation Request (ADR) process, submission, and staff education on ensuring compliance of the initial patient assessment and other documentation.
- Credentialed and trained the staff members on the functional independence measures for Medicare reimbursement; developed the curriculum to help the staff pass the certification and billing assessment.

Care Management

- Interpreted the Case Mix Index (CMI) to assess reimbursement, utilization review, and the length of stay for each patient. Reviewed medical necessity documentation and pinpointed and eliminated discrepancies.
- Improved the patient experience by ensuring that the case management team visited all patients within 24 hours of arrival.

Professional Development

- Helped case managers transition from tier-1 to tier-3 level by facilitating a certification in case management.
- Oriented, onboard, and trained new clinical and medical staff members on the internal processes; conducted regular meetings.

Series of promotions to **Marketing Director/Payments Department Supervisor**, First Credit Union 03/2001 – 12/2011
Managed payment department's operations and marketing initiatives to improve product delivery. Contributed significantly to financial growth from \$50M to \$96M in assets. Collaborated with the Board of Directors to finalize company goals and direction. Built a new operations center and opened 2 new branches.

- Received a national recognition award by the Credit Union National Association by initiating an effective marketing program and exceeding projected revenue targets.
- Participated in transitioning the company to electronic and online payment systems; hired vendors to gain new payment options.
- Reduced staff turnover below the industry average by cultivating a positive company culture and promoting accountability.
- Spearheaded 3 companywide system upgrades for improved vendor collaboration, project management, and staff education.

EDUCATION & ASSOCIATION

BS in Nursing, State University 2014
AS in Nursing, State University 2013

Association: Member #123456789, American College of Healthcare Executives