

JANE SMITH

123 Any Street • Any Town, USA 12345

Mobile Telephone: 123.456.7890 • Home Telephone: 123.456.7890 • Email: janesmith@hotmail.com

HEALTHCARE ADMINISTRATOR WITH 12+ YEARS OF INDUSTRY EXPERIENCE

Project & Program Management/Tactical & Strategic Planning/Staff Development, Leadership & Training

EXECUTIVE PROFILE

An innovative, solutions-focused, and results-oriented Healthcare Administrator with a 12-year career demonstrating outstanding performance, verifiable achievements, and progressive industry experience. Forward-thinking leader and enterprising problem-solver with tactical and strategic vision; proven ability to direct high-performance project teams, develop constructive relationships with a broad and diverse group of cross-functional business partners, influence key internal/external stakeholders, and establish a cooperative climate across multiple departments/divisions. Articulate, effective communicator and presenter with solid management capabilities and a consistent track record of successfully initiating, and implementing solutions and completing projects to specification on time and under budget. Exceptional interpersonal, organizational, analytical, and critical-thinking skills. Fluent in English, Arabic, Tigrinya, and Amharic.

CORE COMPETENCIES

- *Clinical Practice Management*
- *Strategic Business Planning*
- *Volume/Market Share Growth*
- *Quality Assurance Standards*
- *Policy Development/Execution*
- *Health Care Administration*
- *Project Direction/Leadership*
- *Personnel Supervision/Training*
- *Patient/Physician Relations*
- *Operational Oversight/Support*
- *Program Planning/Implementation*
- *Process Innovation/Improvement*
- *Budget/Resource Administration*
- *Staff Hiring/Scheduling/Retention*
- *Data Reporting/Tracking/Analysis*

EDUCATION

Pursuing a Masters of Business Administration - University of Phoenix, Phoenix, AZ; Projected Graduation: Feb. 2012
Bachelor of Arts in Comparative Religions - University of Washington, Seattle, WA; Graduated: Jun. 1999

SPECIALIZED TRAINING

- 5S Coach Training ▪ 5S Workshop ▪ 7 Habits of Highly Effective People
- Better Business Writing ▪ Dealing With Difficult People ▪ Leadership Development Institute by the Studer Organization
 - Leadership Style: From Ordinary to Extraordinary ▪ Managing Conflicts ▪ Medical Terminology
- Negotiation and Mediation ▪ Overview of Process Improvement for Healthcare Providers ▪ Strategic Leadership
 - Success Signals ▪ Team Leadership ▪ The Extraordinary Leader

PROFESSIONAL EXPERIENCE

ABC Company Any Town, USA Jun. 1999 - Present
Clinic Practice Manager (Oct. 2008 - Present)

Developed and oversaw department cost centers to ensure alliance with, adherence to, and achievement of the organizational mission, vision, and strategic goals in the Neck and Audiology, Otolaryngology Specialty, and Sleep Medicine Clinics for one of the nation's leading hospitals serving Washington, Alaska, Montana, and Idaho.

- Emphasized service excellence, patient and staff safety, and organizational integration; led the department in overall program development and service priorities.
- Established reasonable short and long-term department goals; monitored performance, initiated adjustments, and solicited and considered physician, staff, patient, and family input for departmental planning.
- Provided timely, ongoing, bi-directional communication to clinic on management issues and goals; established effective work priorities, methods, and project flow.
- Facilitated effective meetings and teams to produce tangible and timely results; orchestrated change to improve clinical and organization outcome.
- Monitored, managed, and controlled budgets; provided input into capital and operational budget, maintained final approval for clinic payroll, and managed resources effectively to cover priority needs.
- Mentored, coached, supervised, and developed a staff of twenty five (25); fostered an environment conducive to staff support, growth, and satisfaction.
- Maintained appropriate staffing to fulfill service priorities; developed competent employees through the orientation, evaluation, feedback, continuing education, accountability, and formal disciplinary action process.
- Collaborated and promoted team-building with all disciplines and department; inspired staff to give their best to achieve desired patient, team, and organizational outcomes.
- Seamlessly integrated changes in regulatory requirements into policies and practices as required.

PROFESSIONAL EXPERIENCE (CONTINUED)

Selected Accomplishments:

- Recognized for improving patient satisfaction by increasing awareness, empowering staff to address and resolve customer concerns, and introduced tools to improve customer service competencies; clinic received 100% satisfaction for the 3rd quarter, 2011.
- Opened a new practice; hired, trained, and coached new personnel, procured equipment and office furniture, coordinated the opening and integration of the practice in a shared area with another practice, 2010.
- Revised job descriptions and roles to meet clinic needs; addressed behavioral issues impacting staff morale.
- Implemented price estimate process for clinic staff and auditing tools, 2010.
- Delivered rapid process improvements and developed a matrix to measure performance and monitor progress to achieve desired results, 2009.
- Winner, Service Excellence Award for meeting patient expectations, 2009.

Manager of Program Operation - Staffing Office, Ambulatory and Allied Care Services (Feb. 2007 - Sept. 2008)

- Provided operational oversight and management of the Staffing Program; acted as a process improvement advisor and an operational expert.
- Enforced the proper training and competency of all staff; made certain that float pool coverage met clinic needs in a cost-effective, efficient manner.
- Provided divisional support in conjunction with Business Systems; ensured completion of all elements of new-hire and termination checklists for each employee.
- Assisted managers/supervisors with payroll and timesheet issues; ensured the proper maintenance of employee personnel files, assisted in the development of personnel forms and policies, and generated and distributed evaluation, licenses, FTE utilization, and other personnel reports.
- Tracked and monitored employee performance evaluations; ensured status change, temporary salary increase, and other forms are complete for any requested change in payroll status.

Selected Accomplishments:

- Involved in rapid process improvement events; conducted time studies, developed Value Stream Map, and coached and coordinated fifty-five (5S) events.
- Appointed Co-Chair of several committees including Orientation and Training of New Hires (90 day plan) and Instrument Processing, 2008.
- Designed a Separation Check list for employees and a communication tool to inform all departments of new hires, resignations, and terminations within the ambulatory care division; adopted by the entire University Medicine Health System, 2008.

Business Operation Supervisor (Jul. 2005 - Feb. 2007)**Spine Center (Surgical and Rehab), Neurosurgery, Lipid, Occupational Medicine and Environmental Health Clinics**

- Coordinated the day-to-day business operation of the clinic; demonstrated support for clinic, divisional, and medical center policies and enforced staff adherence to departmental procedures.
- Promoted and protected general safety for patients, families, visitors, and co-workers; acted as an initial point of contact for patient complaints with regard to non-clinical issues.
- Supported the medical center quality and process improvement activities; actively participated on committees and developed clinic specific programs.
- Supervised a non-clinical staff of fourteen (14); encouraged and facilitated staff development and orientation.
- Facilitated first-level counseling and coaching of non-clinical staff; completed staff performance evaluations including new employee and annual competencies.
- Monitored staff assignments; employed adjustment as needed to ensure achievement of critical clinic needs.
- Attended clinic specific in-service educational opportunities.
- Scrutinized front-line staff regarding comprehension of regulatory compliance for HIPPA, billing/reimbursement requirements for Medicare/Medicaid, Labor and Industry, other third party payers, and regulatory agencies.
- Enforced proper processing of clinic charge documents; ensured the timeliness and accuracy of all submitted information and monitored the rate and reason of rejected charges.

Selected Accomplishments:

- Sat through an Internal Compliance audit review.
- Developed a training manual for new hires.
- Implemented co-pay collection in clinic for the first time.
- Participated in drafting a grant budget.

PROFESSIONAL EXPERIENCE (CONTINUED)

Referral Coordinator/Patient Care Coordinator - Orthopedic Clinic (Sept. 2001 - Jul. 2005)

- Developed and maintained the referral process; served as the primary liaison for patient and physicians regarding appointments, ordering diagnostic studies, and gathering clinical data.
- Coordinated communication between patient, orthopedic surgeons, and internal and external providers; addressed patients and clinicians concerns, documented patients' encounters regarding financial or clinical issues on appropriate forms, and provided clinical and administrative information to physicians when needed.
- Participated in the interview process for new applicants for clinic staff positions.

Selected Accomplishments:

- Aided in the development of clinic goals and contributed to selected clinic and institutional projects/committees.
- Developed guidelines for processing external referrals.

Additional ABC Company Experience:

Medical Assistant, Orthopedic Clinic, Jun. 1999 - Aug. 2001

TECHNICAL ADDENDUM/SOFTWARE KNOWLEDGE

- Microsoft Excel, Power Point, Access, Visio and Word

PROFESSIONAL AFFILIATIONS

- Ethiopian Professional Association

References and Supporting Documentation Provided Upon Request