

SAM SMITH, JD, RN, CHC

123 Any Street • Any Town, USA 12345

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

HEALTHCARE CONSULTANT WITH 20 YEARS OF INDUSTRY EXPERIENCE

Program Creation & Execution/Tactical & Strategic Planning/Legal & Regulatory Compliance

EXECUTIVE PROFILE

An innovative, solutions-focused, and results-oriented Healthcare Consultant with a 20 year career demonstrating outstanding performance, verifiable achievements, and progressive experience utilizing data and analytics to improve the quality and cost effectiveness of medical care. Forward-thinking leader with tactical and strategic vision and a 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 build consensus around decision-making and problem-solving. Articulate and 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. Strong background in healthcare administration, legal and regulatory compliance, and managed care insurance.

CORE COMPETENCIES

- *Project/Program Management*
- *Strategic Planning & Execution*
- *Contract/Price Negotiation*
- *Client Relations/Retention*
- *Policy Development/Execution*
- *Instructional Design & Delivery*
- *Health Care Administration*
- *Staff Leadership/Training*
- *Volume/Market Share Growth*
- *Competitive Differentiation*
- *Research & Data Analysis*
- *Presentations/Public Speaking*
- *Legal & Regulatory Compliance*
- *Clinical Information Management*
- *Process Innovation/Improvement*
- *Managed Care/Case Management*
- *Group Health/Property/Casualty*
- *Workers' Compensation Insurance*

LICENSURE/CERTIFICATIONS

- Attorney at Law, State of Missouri
- Registered Professional Nurse, State of Missouri
- Certified in Healthcare Compliance (CHC) ▪ Certified Professional in Healthcare Quality (CPHQ) In Progress

EDUCATION

Juris Doctor (JD) - University of Missouri School of Law, Columbia, Missouri

Graduate Certificate in Healthcare Corporate Compliance - George Washington University, Washington, D.C.

Bachelor of Science Degree in Health Services Management - University of Missouri, Columbia, Missouri

Associate of Applied Science Degree in Nursing - Lincoln University of Missouri, Jefferson City, Missouri

PROFESSIONAL EXPERIENCE

ABC Company **Any Town, USA** **Jan. 2010 - Present**

Director Business Development/Contracts Administration

Provided executive leadership in the development, execution, and management of new business lines for a healthcare consulting firm focused on the use of data and analytics to improve the quality and cost effectiveness of medical care.

- Established and met contract goals and objectives for a variety of service lines and projects while simultaneously ensuring the completion of all contract deliverables on schedule.
- Developed, secured and maintained successful business development initiatives; designed and developed research-driven new products to meet customer needs and organizational goals.
- Led organization in the interpretation of market conditions and environmental dynamics to formulate product and positioning strategies in an effort to seize market opportunities, positively differentiate products and services, and build competitive advantage.
- Spearheaded projects with as many as twenty-five (25) direct reports for a variety of service lines including hospital inpatient and outpatient core measures, consulting and outsourced abstraction, and coding services in both inpatient and ambulatory settings.

Primary Projects/Selected Accomplishments:

- Elevated twice with a combined increase of 6% within nine (9) months of employment.
- Increased annual gross revenue for new business from \$150K to \$2M in one (1) year:
 - Turned around a failing large-scale project within ninety (90) days for an international research firm with 19K study participants; regained client trust and completed contract with a high level of customer satisfaction and financial performance.

PROFESSIONAL EXPERIENCE (CONTINUED)

- Doubled the number of Medicare Risk Adjustment retrospective coding review clients and projects in less than nine (9) months; secured repeat business with a key integrated health plan based in Southern California.
- Launched a successful hospital quality reporting consulting and outsourced abstraction service; grew business from one (1) small client in Mississippi to ten (10) facilities including prestigious academic medical centers and local/regional hospitals within eighteen (18) months.
- Recruited and executed consulting services for 550 physicians and mid-level primary care providers under a federal program designed to assist providers in the implementation of Electronic Health Records; resulted in the Missouri HIT Assistance Center (AC) moving from a low spot at #47 to #2 on the nationwide list of successful contractors of the Office of National Coordinator.
- Launched a strategic initiative to support providers in an evolving value-based purchasing environment utilizing metrics and analytics to improve quality of care and population health.
- Developed and presented on a variety of value based purchasing, enterprise risk management, and privacy, and security topics to key business and healthcare leaders including:
 - Accountability and Selling Value: Best Practices in Adapting to Regulations, Marketing and Trends.
 - Health Information at Risk: Collaboration to Identify and Deploy Successful Strategies for Privacy and Security.
 - RADV & Mock Audits in the New Era of Healthcare Reform.
 - Patient Care in an eWorld: Meaningful Use with Minimum Pain.
 - Medicare Advantage from a Compliance Perspective.

ABC Company

Any Town, USA

Jan. 2008 - Jul. 2011

Adjunct Faculty, Graduate and Adult Studies

- Experienced instructor for executive MBA students with a strong academic background in teaching Health Law, Business Law, Health Care Delivery Systems, and Logic and Persuasion.

Primary Projects/Selected Accomplishments:

- Recognized by Administration for consistently receiving perfect rankings and positive comments on student survey results.

ABC Company

Any Town, USA

Jun. 1997 - Dec. 2008

Compliance Officer (Mar. 2004 - Dec. 2008)

Assumed roles of increasing responsibility including Legal/Regulatory Compliance Officer, Corporate Counsel and Risk Management roles for an A.M. Best A-Rated Property and Casualty insurance carrier with \$150M in annual premiums.

- Provided regulatory and policy advice and guidance directly and through the employment of outside counsel.
- Developed relationships with regulators that facilitated filings, market and financial conduct studies, formal inquiries, and complaint resolution.
- Researched and responded, verbally and in writing, to a broad range of internal and external legal and regulatory queries; provided specialized focus on the Company's Code of Conduct, compliance with insurance laws and regulations, HIPAA and select employment law matters.
- Consulted and collaborated with IT Senior Management on compliance related issues including e-commerce, IT governance, data privacy, security and internal controls; developed and launched an enterprise wide data privacy and security initiative.
- Conceptualized, planned, and implemented complete record management programs addressing the retention and destruction of records maintained in all media and developed policy and procedure lifecycle management.
- Led business continuation planning efforts related to legal and regulatory issues; collaborated with executive staff and senior-level managers on company-wide strategy and planning.

Primary Projects/Selected Accomplishments:

- Effectively liaised with Department of Insurance, Financial Institutions, and Professional Registration (DIFP) on compliance and regulatory matters including rate and form filings, market conduct and financial examination, response to formal inquiries, and response to consumer complaints.
- Directed the executive and senior-level management compliance committee in the development of a Corporate Compliance Program focused on risks identified in enterprise-wide assessment.

In-House Counsel (Sept. 2002 - Mar. 2004)

- Effectively managed a caseload of up to 200 files in proceedings before the Any Town Division of Workers' Compensation; earned a reputation for principled negotiation.

PROFESSIONAL EXPERIENCE (CONTINUED)

Director of Medical and Disability Management (Jun. 1997 - Sept. 2002)

- Designed and implemented a highly successful, comprehensive, and outcomes based medical and disability management program focused on the promotion of quality care for the injured employee.
- Analyzed and revised the pharmacy benefit management program to incorporate step therapy concepts.
- Introduced utilization management and medical bill coding review models.
- Drafted, in consultation with outside counsel, outcomes-based managed care contracts that included provisions addressing privacy and security issues for a panel of six (6) third party vendors.

Primary Projects/Selected Accomplishments:

- Testified as Subject Matter Expert in multiple Department of Insurance hearings and before legislative committees on proposed managed care regulations for both group health and workers' compensation.

ABC Company

Any Town, USA

Jun. 1992 - Jun. 1997

Nursing Administrator

- Upheld applicable laws and regulations in the management of mid-level practitioners.
- Consulted on the development of chemotherapy satellite clinics in rural acute care facilities.
- Conducted comprehensive evaluations and recommended process improvements for cancer screening services; provided in excess of 10K screenings annually.
- Directed the daily activities of up to seventy-five (75) nurses and support staff; managed staffing, patient flow, and ensured continuity of care in accordance with safety and regulatory standards.
- Provided administrative and clinical support to patient care areas and administration; improved systems that supported patient care in both inpatient and outpatient settings.

Primary Projects/Selected Accomplishments:

- Consistently received maximum available increases based on exemplary performance reviews.
- Initiated and maintained positive relationships with patients and families.

Additional Experience:

Consultant/Interim Director of Patient Services, ABC Company, Any Town, USA (Jul. 2009 - Jan. 2011)

- Provided clinical operations and compliance oversight for three (3) clinic operations focused on reproductive health in men and women with approximately 4K primary health encounters annually.

Managed Care Network Development Experience:

Network Management Specialist/Provider Relations Specialist, ABC Company, Any Town, USA

Director Network Development Southern California, ABC Company, Any Town, USA

Director Network Development, ABC Company, Any Town, USA

Network Development Manager, ABC Company, Any Town, USA

SELECTED PUBLICATIONS

- Smith, S.J. (2011, April). *Protecting Health Information*. Compliance Healthcare.
- Smith, S.J. (2011, June). *Advocating For Health*. The Healthcare Monthly.

PROFESSIONAL AFFILIATIONS

- Missouri Bar
- American Health Lawyers Association (AHLA)
- American Health Information Management Association (AHIMA)
- Health Care Compliance Association (HCCA)
- Healthcare Business Association

COMMUNITY INVOLVEMENT/VOLUNTEERISM (CURRENT & PRIOR)

- Governor's Council for Fitness - Obtained 501(c)(3) status of Fitness Foundation
- Former President, ABC of Missouri
- Former Loaned Executive, ABC Company
- Board Member, Junior Achievement of Any Town, USA
- Member, Rotary International, Any Town Chapter