

PROFESSIONAL PRACTICE ADMINISTRATOR

Visionary leader with proven ability to effectively oversee operations in a healthcare practice. History of implementing initiatives that enhance patient retention, safety, and overall satisfaction with quality of service. Exhibits excellence in finding process improvement opportunities that strengthens training, optimizes technology use, and boosts employee engagement. Initiates strategic plans that result in higher levels of productivity while also increasing revenue. Savvy technical aptitude in EHR Systems.

CORE COMPETENCIES

TACTICAL VISION & STRATEGY ▪ FACILITATING CHANGE MANAGEMENT ▪ HEALTHCARE COMPLIANCE ▪ COLLABORATOR ▪ TRAINING & ONBOARDING ▪ OPERATIONAL EXCELLENCE ▪ COST SAVINGS ▪ PROJECT LAUNCH & MANAGEMENT ▪ CONTINUOUS IMPROVEMENT

KEY ACHIEVEMENTS

- First administrator to develop a **three-year Strategic Business Plan** with measurable goals for **improving employee morale, patient satisfaction, profit, and more.**
 - Skillfully overcame resistance from senior partners by persuading them to **incorporate more modern technology and new processes.**
 - Quickly **adapted to ever changing business needs during COVID-19 global outbreak** by promptly adopting new technology and safety procedures.
 - Successfully implemented operational solutions that **increased patient referral rates by 7% and reduced annual expenses by 35%.**
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PROFESSIONAL EXPERIENCE

Practice Administrator

June 2019 - Present

Organization Name

City, State

Influential leader with proven track record of managing this healthcare practice of 44 medical staff and 10 office personnel. Adept in forward-thinking change management with key stakeholders, including reluctant, tenured personnel. Accomplished in providing customized solutions.

- Partnered with management to create the group's **first three-year Strategic Business Plan** that **established goals to bring in growth and overall profitability.**
- Persuaded senior physicians to approve update to IT systems, therefore **expanding system utilization and bringing patient records up-to-date in eight months.**
- Proactively **upgraded ICD diagnostic coding system through workshops and training ahead of year-end deadline**, resulting in a timely transition to new HIPPA compliant system.
- Moved accounting in-house from costly outsourced service; thus **lowering annual costs by 35%.**
- **Retained 98% of current patients during COVID-19** pandemic by:
 - Immediately designing and implementing COVID-19 Safety Program.
 - Setting up a portal to allow physicians to meet with patients virtually.
 - Requiring patients to wait in vehicles until doctor was ready.
 - Promptly taking patients to the examining room upon arrival.
 - Ensuring the office followed all safety protocols, including wearing face masks, maintaining proper distancing, and practicing good hygiene.

Assistant Practice Administrator**December 2017 – June 2019**

Organization Name

City, State

Passionate administrator with a service-oriented approach to leading this healthcare practice of 15 medical staff and 5 office personnel. Provide outcome-driven solutions to increasing employee and patient satisfaction. Quickly learned new technology and facilitated training.

- Responded to patient complaints by implementing “Customer Service Excellence” training that **improved patient satisfaction** while also **increasing referrals by 7%**.
- Uplifted employee morale by **launching new incentive program**.
- Awarded the responsibility of conducting new hire orientation after **demonstrating proficiency in recruiting, screening and hiring** talented staff into medical and office support openings.
- Trained new staff in Human Resource policies, office procedures, and IT systems to **ensure adherence to compliance processes and high quality patient care**.
- Capitalized on strong IT aptitude and formal education in healthcare software to troubleshoot, diagnose, and **find resolutions to IT issues** as well as **provide ongoing IT training** to staff.

EDUCATION & CREDENTIALING

Master of Business Administration in Healthcare Administration, University Name, City, State
Anticipated Graduation: 2023

Bachelor of Science in Healthcare Management, University Name, City, State
Graduated: 2017

Associate of Science in Health Information Management, University Name, City, State
Graduated: 2015

American Health Information Management (AHIMA)
August 2015-Present

Registered Health Information Technician (RHIT)
August 2015-Present

Formal IT Healthcare Solutions Training:

Kareo Clinical HER AllegianceMD EMR
MediTouch EHR® AdvancedMD

COMMUNITY SERVICE

Friends of the Downtown Theater
2014-Present

Volunteer Usher - Fundraising Events
Volunteer Marketing Assistant - Performing Arts Production

American Cancer Society’s 5K Walk/Run, Walk MS & Palmetto Marathon
2014-Present

Annual Supporter & Participant