

JESSICA CLAIRE

 resumesample@example.com
 (555) 432-1000
 Montgomery Street, San Francisco, CA 94105

PROFESSIONAL SUMMARY

Productive Retention Specialist knowledgeable about senior housing and dedicated to keeping numbers in line with objectives. Veteran of healthcare and well-versed in interviews, assessments and applicable policies.

SKILLS

microsoft office
Performance Analysis
Computer Literacy
Cost Control
Recruiting
Organizational Skills
customer service
Meeting Deadlines
Problem Solving
Communication Skills
Project Management
Teamwork
Planning
Creativity
microsoft excel
initiative

EDUCATION

Franklin University
Columbus, OH • 2020

MBA

University of Phoenix

Tempe, AZ

B.S: Business Management

Mount Aloysius College

Cresson, PA

A.S: Physical Therapist Assistant

WEBSITES, PORTFOLIOS, PROFILES

- www.linkedin.com/in/justin-Claire

WORK HISTORY

Ardent Health Services - Director of Clinical Education

Tulsa, OK • 01/2016 - 03/2020

- Develop and maintain over 200 clinical sites
- Coordinate student placements Nationwide, with concentration in Ohio
- Implemented program-level departmental policies and procedures and managed budgets to support educational program and curriculum
- Create and implement Training and Development course(s) for onsite clinical instructors
- Represented educational program at meetings and conferences to serve as subject matter liaison for array of services and activities assigned
- Complete site visit evaluations with all placed students to assess compliance and adherence to standards
- Lead instructor on college level courses, final decision maker
- Assisted Program Director with budgeting, accreditation, and policy development
- Key contributor in passing compliance audit for CAPTE accreditation and ACCSC
- Maintained program files, records, databases and websites to gather research and prepare and submit clinical readiness reports
- Developed partnerships with parents, businesses and organizations to build awareness, increase support and share resources
- Conferred and resolved education-related issues and problems with students, parents and school officials
- Evaluated programs and monitored implementation and compliance with regulations to achieve objectives
- Scheduled educational activities, faculty lectures and departmental events to drive mission and values of institution
- Planned and implemented staff development and in-service training programs to enhance knowledge and skills
- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately
- Monitored social media and online sources for industry trends
- Drove operational improvements which resulted in savings and improved profit margins
- Managed quality assurance program, including on-site evaluations, internal audits and student surveys

Post Acute Medical - Director of Rehabilitation Services

Denver, CO • 01/2012 - 01/2016

- Supervised, oriented, trained and counseled department employees to improve job performance and maintain high standards of patient care
- Liaised with patients, families and support departments to adequately plan for patient rehabilitation needs
- Promoted and followed facility infection control policies, procedures and OBRA guidelines to improve quality of care for health and safety of residents
- Maintained appropriate and adequate staffing and scheduling of residents on caseloads and notified regional director of staffing constraints
- Devised and introduced initiatives and projects to maintain or improve existing facilities, allowing for maximization of capital component of Medicaid's per diem rate
- Monitored and inspected staff processes to eliminate hazards posed for both residents and staff while ensuring continuous compliance with regulations
- Developed and updated policies and procedures, maintaining compliance with statutory, regulatory and local, state and federal guidelines relating to HIPAA, benefits administration and general liability
- Designed and introduced leadership development, coaching and team management model, resulting in promotion of employees into increased levels of responsibility
- Communicated with patients, ensuring that medical information was kept private
- Organized and facilitated 2 department head meetings weekly, discussing current census, admissions and discharges
- Implemented best practice standards for billing resulting in substantial reduction of accounts receivable delays
- Recruited, hired and coached employees to offer high-quality, cost-effective care to all residents

NovaCare Rehabilitation - Clinic Manager /Licensed Physical Therapist Assistant

City, STATE • 01/2007 - 01/2012

- Built relationships with physicians to create steady referral pipeline
- Leveraged patient feedback and performed continuous process improvements to streamline day-to-day business operations and patient satisfaction
- Oversaw day-to-day business and clinical activities by establishing goals, objectives, standards of performance and policies and procedures when managing \$1,000,000+ annual budget and supervising 15+ employees
- Multi-site manager
- Generated and reviewed incident reports, including employee write-ups, actualizing appropriate corrective action plans to mitigate ongoing and potential situations
- Implemented best practice standards for billing resulting in substantial reduction of accounts receivable delays
- Recruited, hired and coached employees to offer high-quality, cost-effective care to all patients
- Designed and introduced leadership development, coaching and team management model, resulting in promotion of employees into increased levels of responsibility
- Monitored and inspected staff processes to eliminate hazards posed for both residents and staff while ensuring continuous compliance with regulations
- Communicated with patients, ensuring that medical information was kept private
- Devised and introduced initiatives and projects to maintain or improve existing facilities, allowing for maximization of capital

ACCOMPLISHMENTS

- A proven track record of significant developments in learning processes, productivity, quality, and customer satisfaction while reducing costs, lowering turnover, and maintaining a positive work environment.
- Dynamic leader, strategic thinker and decision-maker.
- Developed and maintained database of over 200 clinical sites and trained 300 clinical instructors.
- Collaborated with other departments/ disciplines to improve outcomes.
- Consistently met or exceeded budgeted EBITDA.
- Modernized process for recording clinical performance data for students.
- Managed clinical and non-clinical staff of up to 80 employees/ students.

AFFILIATIONS

American Physical Therapy Association- Member
Ohio Physical Therapy Association- Member
APTA Credentialled Clinical InstructorCONTINUED .

ADDITIONAL INFORMATION

- Licensure and Affiliations , Physical Therapist Assistant (Ohio License Number 03625)