

JESSICA CLAIRE

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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

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.

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 Credentialed Clinical InstructorCONTINUED .

ADDITIONAL INFORMATION

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