**Tracy Satterfield, MBA**

404.307.0309 ▪ tlsatterfield01@gmail.com ▪ linkedIn.com/in/tracysatterfield

**Strategic Program Management**

*Proven Business Partner Collaborating with Executive Leadership to Advance Businesses*

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| **Innovative Leader**  Driven organizational leader motivated to achieve excellence and deliver results in challenging environments by building relationships and influence across matrixed environments. Overcomes ambiguity by asking questions, gathering disparate data, and identifying critical resources. Stays nimble in fast-paced organizations to drive innovation that meets the changing business needs.  **True Business Partner**  Trusted partner to senior leaders and key stakeholders recognized for a calm and measured approach that identifies and addresses the nuances in highly charged situations. Adept in assessing disparate situations by contributing research, analysis, interpersonal collaboration, and high-value production.  **Leading by Example**  Recognized for identifying the unique strengths of each team member and encouraging individuals to build upon those talents to reach personal and professional goals. Fosters growth through a collaborative approach to goal setting. Builds thriving cultures through idea sharing and mutual respect. | * Program Management * Growth Optimization * Data Analysis & Insight * Employee Coaching & Mentoring * Change Management * Organizational Strategy * Research and Analysis * Program Development * Strategic Planning * Program Delivery and Execution * Process Optimization |

**Leadership Performance**

Babylon Health

**Associate Director, Value-Based Contracting**  2022 to Present

Accountable for the contract management lifecycle for Babylon’s Total Cost of Care solution (B360) and Babylon Cloud Services (BSC) deals, across the healthcare sector, including health insurance payors, managed care organizations and employer groups.

* Skillfully maintained and enhanced a digital storage system to organize contracts, control permissions and access, document version control, and track contract status.
* Oversaw the contracting and re-contracting process with high-revenue generating clients responsible for providing primary care to attributed beneficiaries. This included performing financial modeling, obtaining internal approvals, and engaging directly with client organizations resulting in executed contracts of approximately $23M in annual revenue.
* Knowledgeable in interpreting and redlining contracts for the ACO Realizing Equity, Access and Community Health (REACH) model.
* Led strategic conversations regarding deal structures, value-based care solutions, and negotiation tactics.
* Negotiated high priority contract language using Preferred, Acceptable, Discouraged and Unacceptable (PADU) guidelines.

Passport Health Plan by Molina Healthcare, Inc.

**Senior Program Manager, Provider Network Strategy**  2018 to 2022

Selected to lead teams of up to four business analysts (BAs) supporting process improvement, training, and analytics functions. Administered, directed, and coordinated activities related to the implementation of provider programs, education, and outreach.

* Successfully hired, trained, and managed a team of BAs to support the analytic functions of the Provider Network Team and the continuum of Value-Based Programs (VBP). Identified cross-functional training resources, implemented training requirements, established a team-oriented culture, streamlined processes and procedures, and encouraged cross-departmental collaboration during times of significant change. Structured activities including DMS reporting, maintaining master provider list, intake processes, outreach projects, and weekly reporting.
* Implemented the foundational steps for the 2022 PCP-Based VBP programs. Created and managed multiple initiatives including the annual Provider Satisfaction Survey, facilitating new workgroups, assisting with Independent Peer Review Organization (IPRO) readiness, Request For Proposal mapping, and creating new policies and procedures.
* Increased overall satisfaction by 12% in 2021 by identifying and defining effective processes that address provider concerns. Led cross-departmental collaboration with plan-level stakeholders to aggregate interventions and activities that strengthened the provider satisfaction scores. Ensured compliance with state contracts and NCQA accreditation.
* Scoped VBPs, including specialty providers, facilities, and electronic health record adoption to bring to market a portfolio of value-based offerings.
* Developed provider performance scorecards and dashboards while engaging contractors and providers that visualized actionable insights for improvements.

Blue Cross | Blue Shield North Carolina

**Senior Strategic Advisor, Healthcare and Enterprise Strategy** 2016 to 2018

Recruited to support communication in Enterprise Strategy, serving as the liaison between the Blue Cross Blue Shield Association and departments, providing insights and compliance activities to facilitate deliverables.

* Promoted to provide leadership to the Healthcare Strategy team in 2017 after rapidly learning complex processes and value-based systems that built trust with key stakeholders.
* Contributed to the design and implementation of innovative strategies, products, and services that improved health outcomes and reduced overall costs by up to 50% by shifting selected fee-for-service contracts to population health models of care.
* Achieved a 10%+ increase in attributable population and 5% increase in accuracy by refining current state processes to ensure enrollees are accurately attributed to their assigned to PCP.
* Reduced non-value-added work by 35% through time study to identify activities to stop, merge and or automate.
* Served as workgroup champion and voice of the plan to 80+ BCBS Association groups focused on fostering strategic imperatives and improving market performance.
* Created and delivered executive presentations to educate team members on consumer insights and market intelligence. Leveraged this opportunity to gain buy-in for organizational change initiatives.
* Collaborated with Product Development and IT to build, automate, and test new products and services that improved payer-provider collaborations and partnerships, which resulted in HEDIS improvements, lower costs, quality of care, and increased satisfaction.

Humana, Inc.

**Management Consultant** 2012 to 2016

Supported the overall strategic plan and assessed market readiness by designing and implementing enterprise-wide initiatives in areas, including HR, IT, Clinical, and Consumer Relations.

* Collaborated with Sales to design a go-to-market strategy by segmenting the census data to understand the unique characteristics of potential customers. Designed a reporting system that presented and organized the data allowing senior leaders to identify project viability based on calculated ROI.
* Streamlined the healthcare claims process for patients undergoing cancer treatment. Collaborated with cross-functional teams to create an immersion event that allowed staff members to experience a ‘day in the life’ of patients. Retooled the process to bundle services and manage individual members’ healthcare more efficiently.
* Created the Global Licensing program by building business models comprised of consumer insights and competitive market data.
* Developed KPIs to identify high-visibility issues that impacted the consumer experience.

*Prior Experience Includes****: Program Manager, Sales and Marketing Operations*** *– NCR Corporation* ***| Program Manager*** *– The Network, Inc.*

***Project Manager*** *– Norfolk Southern Railroad |* ***Field Service Manager*** *– AT&T*

**Education and Certifications**

Georgia State University

**Master of Business Administration (MBA) | Master of Health Administration (MHA)**

Oglethorpe University

**Bachelor of Arts, Communication**

Project Management Institute (PMI)

**Project Management Agile Professional** *(anticipated 2023)*

NCR Corporation

**Six Sigma Green Belt Certification**