

## PRACTICE MANAGER

### Education and Training

Certificate of Completion: Health Information Technology - Coding Certificate Program Rowan

College of Burlington County - City , State

MA : Administrative Management/Public Administration Administrative Management/Public Administration

BA : Social Science/Political Science Bowie State University Clarion University of Pennsylvania - City , State Social Science/Political Science

### Skill Highlights

- Professional Summary
- Strategic healthcare professional with over 10 years in Operations Leadership: Medical Practice Management, Hospital Administration, Behavioral Health, and Medicare Services
- Core Qualifications
- Patient Centered Quality Home
- Population Health Management
- Medicare and Medicaid Services
- Regulatory Compliance
- Performance and Quality Improvement
- Electronic Health Records
- Reimbursement Methodologies
- ICD-10-CM, ICD-10-PCS, HCPCS (CPT-4)
- Medical Terminology
- Anatomy and Physiology
- Accountable Care Organization
- Revenue Cycle
- Meaningful Use
- Health, Disability, and Life Insurance
- Physician Quality Reporting System Microsoft Office Suite, Lawson, IDX, EPIC, NextGen, DocuTap, Virtual Physician Assistant (VPA), Business Objects, Navinet, Medview, SAM, STATT, Press Ganey, Hyperion, Infoview, Patient Safety Net, SharePoint.

### Professional Affiliations

American Health Information Management Association (AHIMA), 2014-current American Society for Quality (ASQ), 2013-current American College of Health Care Executives (ACHE), 2006-current. 2 Amoge Omeronye

### Professional Experience

#### Practice Manager

January 2016 to Current Company Name - City , State

- Manage administrative operations in a "patient centered medical home practice (PCMH) model for quality and safety, accessible services, coordinated, and comprehensive care.
- Complete and comply with different payer quality reporting measures.
- Provide hands-on operational support to employees for optimal customer service.
- Revised, developed, and restructured workflow for continuous quality improvement and desirable outcomes.
- Address patient complaints immediately for service recovery.
- Investigate and resolve charge discrepancies and billing matters.
- Train, and educate employees in areas of improvement, through staff meetings, individual supervision, and rounding.
- Employee professionalism and engagement have shown significant improvement.
- Ensure healthy and safe environment of care through system and facility maintenance.
- Educate employees on the organization's clinical policies and procedures, and healthcare regulations.
- Improved EHR documentation, including appropriate and timely completion and update of care guidelines, patient communication, provider inbox and provider approval queue (PAQ).

## Healthcare Operations Professional

September 2012 to January 2016 Company Name - City , State

- Provide professional advice and recommendations for healthcare providers to overcome challenging operational problems.
- Streamline the complexities of the day-to-day operations to drive short and long-term financial growth.
- Assess workplace health, safety and wellness processes in which employees work, and the physical factors that support or hinder productivity and employee health.
- Initiate and develop strategies for agency-wide commitments, appropriate safety and health training; and the development of standardized policies and procedures.
- Foster an environment where strong and professional relationships thrive.
- Improve quality of care through continuous quality improvement activities.
- Train and develop clinical staff, management, and support staff on current healthcare regulations and requirements.
- Provide clients with healthcare exchange-based products and services.
- Educate and enroll benefit recipients in various Medicare Plans.

## Senior Practice Manager

January 2008 to July 2012 Company Name - State

- Managed day-to-day operations of 3 practice locations in gynecology, gynecologic surgery, obstetrics, and maternal and fetal medicine.
- Provided operational leadership for 40 FTEs, including medical practitioners and support staff.
- Successfully managed the practice finances and revenue cycle, including 50,000 annual RVUs and \$9M appropriate in-patient and out-patient billing.
- Reduced billing errors by 15%.
- Facilitated monthly financial meetings to analyze detailed monthly financial reports.
- Provided root causes and resolutions for variances.
- Developed practice budgets, of which ended favorably by 8.5% for 3 consecutive years following inception of position.
- Monitored and maintained regulatory compliance and requirements: staff onboarding, appointment and credentialing, training, best practices, professional licenses and certifications, continuous medical education (CME) credits, OSHA, HIPAA, PHI, CMS guidelines, labor laws, etc.
- Successfully led the practice conversion from IDX to EPIC Ambulatory Practice Management (APM) and Electronic Medical Records (EMR) systems.
- Developed and implemented clinical improvement projects and innovative programs; formed the practice clinical effectiveness and quality improvement (CEQI) team for quality control and improvement, and risk management.
- Defined and implemented innovative measurements of performance standards that improved practice efficiencies.
- Performed practice evaluations and audits for organizational and regulatory compliance.
- Maintained patient and customer focus, safe, and friendly environment of care.
- Partnered and collaborated with corporate and clinical leadership, physicians and mid-level practitioners.
- Increased staff motivation and engagement through individual staff supervision, on-site training, in-services, and performance award system.
- Staff turnover was at an all-time of 2%, and staff training and educational compliance at 97%-100%.
- Replaced costly temporary/agency hours, with more cost-effective skilled personnel.
- Monitored databases to keep track of practice inventory.
- Managed practice facilities, leases, and vendor contracts.

## Program Administrator

October 2005 to July 2007 Company Name - State

- Provided operational leadership for the divisions of Nephrology, Pulmonology, and 6 satellite locations.
- Managed a clinical team of attending physicians, nurse practitioners, fellows, clinical and administrative support staff.

- Maintained regulatory compliance, on-boarded new fellows, attending physicians, and mid-level practitioners.
- Conducted operational audits, and ensured readiness for The Joint Commission reaccreditation, and the Department of Health inspection.
- Provided on-site staff training and development of personnel.
- Mentored front-line leaders and supervisors.
- Developed and implemented new patient scheduling guidelines that led to improvements in clinic flow, and coordination of care.
- This became a standard for the Call Center, and a model for managers.
- Developed department budgets, coordinated research and grants.
- Implemented a step-down inpatient program, freeing up beds for very sick patients.
- Revised department policies and procedures.
- Performed analysis to address patient billing and reconciliation, which led to improvement in capturing and resolving charge inefficiencies.

#### Skills

APM, administrative, administrative support, Streamline, Anatomy, agency, Behavioral Health, billing, budgets, Business Objects, Call Center, clinical leadership, CMS, contracts, conversion, CPT, clients, customer service, databases, Department of Health, documentation, Electronic Health Records, Electronic Medical Records, staff training, facility maintenance, financial, financial reports, focus, grants, gynecology, Health Information Technology, Hyperion, ICD-10, inspection, Insurance, inventory, Lawson, Leadership, Regulatory Compliance, Medical Terminology, meetings, exchange, Microsoft Office Suite, 97, SharePoint, obstetrics, organizational, Patient Safety, personnel, Physiology, policies, Press, processes, Coding, Quality, Quality Improvement, quality control, reporting, research, risk management, safety, scheduling, staff supervision, Strategic, supervision, surgery, workflow