

Ron Nelson, CMA (AAMA)

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PROFESSIONAL EXPERIENCE

Clinic Operations Manager of ENT

2019-present

Physicians' Clinic of Iowa, Cedar Rapids, IA

Developed and coordinated all site activities including policies, procedures, employee benefits and programs to achieve the objectives of PCI in a clinic that includes multiple ancillaries such as Allergy, Audiology, Envisions Med Spa and Speech.

- Perform employee management functions for 30 teammates across five departments including interviewing, selecting, training, performance evaluation, salary determination, promotion and disciplinary action and improved staff retention by 10% in the first 6 months.
- Coordinated staffing needs to assure adequate coverage while reducing overtime 77% in my first 6 months.
- Responsible for all departmental fiscal activities, monitor monthly revenue and expenses against budget, analyze and explain variances, the purchase of departmental equipment and supplies, the maintenance of pertinent and permanent financial records, the preparation of periodic and special reports with the assistance of accounting personnel.
- Used LEAN methodologies to develop more efficient processes such as scheduling allergy shots to increase the number of patients we could see while still meeting MIPS/MACRA guidelines.
- Used data analytics to clean up reports to identify high modality imaging referrals that went outside of the health system.

Clinic Supervisor

2017-2019

Genesis Medical Education Foundation, Davenport, IA

Supervises and supports all staff at multiple locations in an effort to provide service to patients, their families and the residents. Serves as a liaison between physicians and staff and oversees daily clinic operations. Implements administrative directives with staff and physicians.

- Direct supervision of more than 30 employees where duties include full range of activities such as hiring, training, assigning, monitoring and assessing work, promoting, firing etc.
- Managed material resources including operating within a 1.5 million annual budget across four separate cost centers.
- Lead project on employee retention which resulted in an annual turnover under one year of employment to drop from 38.4% to 18.9%
- Lead daily huddles where we measured daily improvements on MIPS/MACRA improvements.

Assistant Facility Administrator

2016-2017

DaVita Dialysis, Davenport, IA

Managing the overall operations (financial, facility/equipment, risk management, patient care, teammate management, etc.) for nursing services and patient care at a DaVita outpatient clinic.

- Maintains employee file and medical records including all required and current documentation as per policy.
- Oversees nursing and technical services for patient treatment and ensures that appropriate adjustments in treatment plans are developed and implemented and meet compliance with state and federal governing agencies.
- Provides leadership to direct reports including assistance to overcome any obstacles encountered during efforts to complete projects or assigned tasks.

Frontline Clinic Coordinator/Lead Medical Assistant

2008 – 2016

University of Iowa Hospitals and Clinics Neurology, Iowa City, IA

- Responsible for assigning work duties to frontline staff and adjusting duties to improve the clinical flow. Apply relevant ethical concepts in the resolution of dilemmas while applying leadership strategies in complex situations.

EDUCATION, AWARDS & SKILLS

Bachelor of Science, Healthcare Administration

Kaplan University – Cedar Rapids, IA

Associates of Applied Science, Medical Assisting

Kaplan University – Davenport, IA

Army Commendation Medal - 2001

LEAN training - UIHC, 2014 & Genesis 2018

CMA Credential – AAMA, 2024

Volunteer Keynote speaker to Medical Assisting programs