### Ibiang Obeten Jr.

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##### Healthcare Leadership

**Account Management | Consulting | Business Development**

Dedicated professional with more than 14 years’ experience in the healthcare industry with notable competencies spanning program administration, regional business development, sales lifecycles, client success in working with vendors, and other Specialty partners. Unique expertise in enabling adaptability between crucial providers. Professional level communication skills, the ability to translate information to a variety of disciplines. Ability to learn new software and technology quickly. Complementary background in direct patient care continually focused on successful customer experience, achieving optimal outcomes, and interacting with medical professionals.

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| * Operations Oversight * Self-motivated individual * Training & Development * Engagement & Retention | * Policies & Procedures * Cross-Team Coordination * Growth Mindset * Regulatory Compliance | * HIPAA Confidentiality * CMS Physician Fee Schedule * Marketing & Community Outreach * Physician & Provider Relations |

# Professional Experience

**SANCTUARY HOSPICE (HOSPICE OF GREATER CHICAGO),** Chicago, IL 2014 – Present

***Senior Patient Advocate/Provider Relations Consultant***

Onboarded to implement turnaround initiatives for underperforming Chicago location of hospice group. Engaged collaboratively with a hand-selected team to establish relationships with area providers and develop a sustainable referral pipeline. Providing support for other staff, service failures. Manage new and existing partner relationships. Foster community outreach and engagement to broaden awareness and enhance perception if hospice. Represent organization while executing contract negotiations, handling account service recoveries, and facilitating meetings with physicians, clients, and families. Led training activities to boost team effectiveness in marketing, account management, and stakeholder relations to attain census goals.

* Drove census numbers, from under five to over two thousand families served, and maintained rates throughout tenure.
* Led training sessions for local and sister hospices across the U.S.
* Adeptly gained access to providers, care partners, and other healthcare stakeholders to deliver influential presentations and drive referrals for patients and family members.

**PEACE HOSPICE & PALLIATIVE CARE, INC.,** Naperville, IL 2012 – 2014

***Marketing/Provider Relations Consultant***

Applied suite of strategies to spur achievement of census goals and revenue targets for established hospice and palliative care center. Developed referrals through cold calling, research, and networking. Cultivated relationships with new and existing referral sources, promoting first-in-mind recommendations for top-quality client care. Supported care planning activities and client/family engagement. Recovered at-risk accounts.

* Adeptly met monthly referral goals through aggressive pursuit and followed up on leads; more than doubled resident census in under 12 months.
* Credited for onboarding more than 20 new accounts across the Chicagoland area, and continue to maintain those strategic partnerships.

**THE MENTOR NETWORK,** Matteson, IL, Louisville, KY, & Other Cities 2004 – 2012

***Team Lead/ Care Manager*** *(2010 – 2012)*

Led team of 25+ life skills therapists and nursing staff across eight regional campuses to deliver quality-driven care and support for clients. Supervised service implementation, ensuring alignment with patient needs, and compliance with internal standards and external regulations. Assisted with medication management. Responsible for staff scheduling, training, development, team building, and performance management.

* Leveraged best practices for crisis prevention while responding to emergencies, expertly meeting company protocols, and state regulations.
* We created a positive, productive environment leading to a low staff turnover rate.

***Life Skills Therapist*** *(2004 – 2010)*

Provided direct assistance to residents of rehabilitation and assisted living centers, setting daily schedules, assisting with recovery, rehabilitation, and coordinating transportation to off-site appointments. Additionally delivered home health services to clients within independent residents. Collaborated with a transdisciplinary team to create and execute client-specific rehabilitation plans. Maintained lines of communication with clients, family members, therapists, and other agents.

* Demonstrated ease in building rapport with a diverse client base representing residents from ages 19 to 80+.
* Promoted independence while offering appropriate support and motivation to foster achievement of post-injury goals, including community reintegration.

*~ Additional experience as Care Manager with Sunrise Assisted Living of Naperville and as   
Account Manager/Leader with 600, Inc. ~*

# Education & Credentials

**MBA, Healthcare Management** *(fall 2020)*, LEWIS UNIVERSITY, Romeoville, IL

**BFA, Industrial & Communication Design**, SOUTHERN ILLINOIS UNIVERSITY, Carbondale, IL

***Technical Proficiencies***

Adobe Creative Suite | playmaker Healthcare CRM | Microsoft Teams | Windows Suite | Social Media Tools