**Richard Sloan, MBA Account Management Professional**

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Accomplished and highly dedicated professional with 5+ years of experience delivering quality healthcare services within high-volume and fast-paced environment. Adept at effectively utilizing resources across services lines to improve cost savings and increase productivity. Skilled in developing and implementing key performance indicators to enhance overall health/patient outcomes. Demonstrated success in securing new business deals with existing and new accounts. Proven ability to build, maintain, and strengthen strong working relationships with health care providers and social workers to guide and care for patients. Excellent communicator distinctively committed to manage highest standards of professionalism. ***Areas of Expertise include:***

|  |  |  |
| --- | --- | --- |
| * Key Account Management | * Performance Optimization | * Relationship Building |
| * Contract Negotiation | * Customer Satisfaction & Retention | * Staff Training & Leadership |
| * Business Development | * Superior Patient Care | * Issues & Conflict Resolution |

**Professional Experience**

**CVS HEALTH / OMNICARE PHARMACY** • Peoria, IL • Jul 2019 to Present

**Account Manager**

Render superior customer service by overseeing a portfolio of 30 plus accounts with a total revenue of over $14M annually. Ensure superior post-acute care to patients through medication management and IV therapy coordination. Devise and execute planned sales strategies based on analytics and customer requests. Evaluate product volume and sales revenue trends by formulating routine and custom reports.

**Key Contributions:**

* Recognized for optimizing senior living retention and new move-in rates by 100% within first year.
* Tactfully negotiated and secured long-term care service contracts, resulting in increasing savings by 18%.

**GRAHAM HEALTH SYSTEMS** • Canton, IL • May 2017 to Dec 2018

**Assistant Director of Business Services**

Interviewed, coached, and managed high performing team of 28 people to deliver exceptional business services. Tracked and monitored business performance across different areas through KPI’s and dashboards, while submitting report to CFO and senior director of revenue cycle.

**Key Contributions:**

* Streamlined processes that reduced aging accounts receivable from 78% to 13%.
* Formulated aged receivables report for $16M gross monthly charges.

**PETERSEN HEALTH CARE** • Peoria, IL • Aug 2015 to May 2017

**Hospital Liaison**

Provided effective healthcare treatment and promoted possible quality of life by building and strengthening strong working relationships with hospital discharge planners and social workers. Conducted all pre-discharge meetings, interviews, and meet and greets within designated accounts and assigned territories. Engaged with health care professionals, such as physicians, discharge planners, social workers, and health care coordinators, as well as agency’s employees to coordinate safe transitions from medical facilities to the home setting/facility setting.

**Key Contributions:**

* Credited with creating more than 1400 referrals and placing over 500 (36%) with the skilled nursing facility community.
* Delivered outstanding healthcare facilities through marketing, recruitment, and admissions process.

**Community Relations Coordinator,** May 2014 to Aug 2015

Conducted nursing home pre-admission screening to provide long-term care for residents with traveling issues. Oversaw all marketing related functions for both Fondulac and Timbercreek Rehabilitation. Provided customers with facility related information via facility tours, personal visits/assessments, conversation, and follow-up. Led the development and implementation of monthly and quarterly sales and marketing programs/plans. Scheduled sales calls outside the facility to medical, insurance, legal and financial professionals, senior organizations, appropriate special interest groups, hospital discharge planners and other community contacts. Built and strengthened strong working relationships with discharge planners and referral sources. Organized and managed special events and presentations targeted at community education.

**Key Contributions:**

* Recognized for admitting 52% of community referrals and 36% of hospital referrals by cultivating relationships with more than 12 local physician offices.

**MARIGOLD ESTATES / PATTERSON HOUSE, INC.** • Pekin, IL • Nov 2006 to May 2012

**Residential Services Director / Q.M.R.P.**

Steered and directed overall activities of staff consisting 15 people, including interviews, training, in-servicing, evaluating, and terminations. Oversaw safe and proper operation of Marigold Estates programs in accordance with best practices for a residential treatment facility for adults with developmental disabilities. Ensured safety of the residents, staff, visitors, and communities, while maintaining compliance with all applicable laws and regulations as per the State, referring bodies, managed care organizations, and accrediting bodies.

**Key Contributions:**

* Led and directed the team according to IDPH standards, achieving 0 deficiencies in four consecutive years.
* Developed an Individual Service Plans (ISP’s) for all 16 residents living in the ICF-DD facility.

*Career note as* ***Mental Health Professional*** *at Chaddock*

**Education & Credentials**

**MBA in Healthcare Management**

Western Governors UniversitY | Salt Lake City, Utah

**BS in Criminal Justice**

Culver-Stockton College | Canton, Missouri

**Professional Associations**

HOI United Way | Rebuild Together | Norwood Primary School | Limestone Girls Softball Assn

**Technical Skills**

Microsoft Office | Social Media | Various CRM Systems | Google Docs | Video Conferencing | PDF