

# Ben Bergsen

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## PROFILE

An Operations Director with 10+ years of experience within the healthcare industry, specializing in operations management, executive leadership, and program management. A proven track record of defining enterprise goals and clinical workflows to ensure operational excellence. Adept at partnering with diverse teams and C-level executives to lead change management initiatives.

## PROFESSIONAL EXPERIENCE

### Director of Operations

New York Presbyterian Hospital, New York, NY | July 2016-Present

- ◆ Oversee all aspects of operations and department functions for a leading hospital with 450 beds, conduct financial planning, manage a \$15M operating budget, and identify strategic direction for the organization
- Liaise with the Vice President, CEO, and the C-suite executives to identify strategic direction for the organization and assess hospital policies and procedures to enhance quality
- Lead matrixed teams in a dynamic clinical environment with a high-patient volume and drive quality improvements to ensure the delivery of patient-centered care

### Operations Director

New York Medical Center, New York, NY | June 2011 - July 2016

- Managed operations for all clinical programs for a 300-bed hospital, analyzed P&L, and oversaw an operating budget valued at \$8M
- ◆ Collaborated with five department heads to identify staffing needs, determine resource allocation, and refine hospital procedures to improve clinical outcomes
- Developed a collaborative and inclusive work culture centered on empowering employees to have a voice in the decision-making process for operational changes

## EDUCATION

### Master of Science (M.S.) Healthcare Administration

Columbia University, New York, NY  
September 2009 - May 2011

### Bachelor of Science (B.S.) Healthcare Administration

Columbia University, New York, NY  
September 2007 - May 2009

## KEY SKILLS

- Operations Management
- Hospital Administration
- Program Management
- Strategic Planning
- P&L Management
- Cross-functional Leadership

## CERTIFICATIONS

- Six Sigma Greenbelt, 2015