

## **TEENAAHUJA**

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### **EDUCATION**

Lesley University  
Master of Arts - Clinical Psychology  
*Magna cum Laude, American Psychological Association*

Boston MA  
2000-2004

Houston Baptist University  
Bachelor of Science with triple major in Biology, Psychology, Chemistry  
*Magna cum Laude, Premedical Medical Honor Society, Alpha Chi Omega*

Houston, TX  
1996-2000

### **ACCOMPLISHMENTS**

- Awarded Healthcare Hero 2019 by Business Journal of Tennessee
- LEAN & Six-Sigma methodology
- Implemented BDEI Impact Network Group – Asian
- Implemented successful start-ups from breaking ground to operational excellence.
- FEMA disaster response
- TJC and CMS accreditation, survey readiness

### **EXPERIENCE**

**Director, Mental Health Initiatives**  
*CHOC Children's Hospital of Orange County.*

Orange, CA  
August 2022-Present

- Oversee operational, administrative functions and strategic initiatives for all services in Department of Mental Health
- Streamlined processes, workflows and centralized operations for all clinics using LEAN approach for all services.
- Managing all financial and operating budgets for the department to include hospital budgets, revenue, CPT codes, AR, philanthropy, and grants.
- Collaborate and partner with Chief Psychiatrist, Psychologist, key stakeholders for growth, access to mental health care and delivery, strategic planning, state-wide initiatives, and execution.

**Behavioral Health Institute, Associate Director**

Los Angeles, CA

*Children's Hospital Los Angeles - CHLA*

February 2022 - August 2022

- Oversee administrative functions for various Divisions at the Children's Hospital Los Angeles to include performance management for outpatient practices, financial management (budget, revenue cycle, grants & contracts), personnel management, program coordination, business development, quality improvement, and service.
- Responsible for various services across Behavioral Health Institute - Psychiatry, Developmental Behavioral Pediatrics, Department of Mental Health (DMH), Psychology and Social Work
- Partner with Academic Affairs at CHLA and USC, the CHLA Medical Group, CHLA administration, AltaMed, CHLA DMH leadership, and the SABAN Research Institute administration regarding the division's grants and contract.
- Managing financials and operating budgets for CHLA and CHLA Medical Group
- Collaborate with Division Chiefs, responsible for the academic programs in the Division – Psychiatry fellowship, DBP fellowship, (future) psychology training rotations
- Provide analytical support to Division Chiefs and faculty
- Oversee all staffing needs, recruitment and quality of all services and divisions

**Interim Chief Executive Officer**

Phoenix, AZ

*Summit Behavioral Health*

July 2021 - November 2021

- Overall operations of a 60-bed treatment program for young adults offering medical detox, residential treatment, PHP (partial hospitalization program) and Outpatient services across Arizona
- Responsible for HR functions, IT, EMR (electronic medical record) implementation and recruitment
- Review industry standards to create cutting-edge and innovative clinical programs including specialty tracks i.e- Mental health, Cognitive Behavioral health (CBT), Addictions, Dual-diagnosis, Dialectical Therapy (DBT), Family therapy, Equine, Bio sound and recreational activities
- Generate revenue, analyze P&L margins, meet EBITDA goals, contract negotiations, manage expenses and implement growth strategies to align with company standards
- Administer UR (utilization review) for continuum of care, clinical outcomes, patient's satisfaction and retainment. Accomplished TJC accreditation and compliance with CMS standards of care
- Leading governing board meetings, presenting and preparing all monthly operating reports
- Turned-around the facility to improve processes, re-brand, collaborate with community partners, senior leadership and key stakeholders regarding the improvement of these initiatives
- Built leadership and employee training programs to cultivate just-culture, assist in aligning behaviors with goals and values, improve communication at all levels, increase accountability and recognizing rewards and successes

## **Corporate Vice President of Behavioral Health**

Ontario, CA

*Prime Healthcare Services*

Jun 2019 - Feb 2021

- Facilitating, implementing and standardizing the overall delivery to include policies of behavioral health services across 45 Acute care Prime hospitals
- Responsible for operational management, financials, revenue cycle, clinical excellence and regulatory compliance to include TJC and CMS surveys across all hospitals
- Developing strategies to improve existing programs and assess areas of expansion across all locations
- Assisting hospitals to meet volume, monitor admission process from front-end to back-end, created a centralized behavioral health call-center, improved ED throughput to decrease wait times, and implementation of LEAN model to ensure efficiencies
- Providing on-site visits to coordinate with leadership at each facility
- Improved AR, assisted in contracts with physicians, state, commercial payers and managed business development across all behavioral health locations
- During COVID-19, developed a Mental Health Crisis Hotline and an app to help all Prime employees free of charge. This included one-tap access to the hotline, to include - talk therapy and medication management
- Collaborating with corporate leadership team(s) through acquisitions of acute and psychiatric stand alone hospitals

## **Regional Vice President of Operations-Implementation CEO**

NV,IL,IN,WI,TN,CO,TX,IA

*Strategic Behavioral Health*

Oct 2017 – Jun 2019

- Operational management, clinical excellence and regulatory compliance of all assigned behavioral health facilities to include free psychiatric standing hospitals
- Successful implementation as a CEO/RVP of starting multiple brand new 72-bed inpatient psychiatric hospital from ground up (\$20M in revenue)
- Responsible to meet volume, ADC, FTE's, financial targets, EBITDA for each assigned facility
- Contained cost by terminating contract labor, locums and managing operational expenses
- Developed employed physician model and recruited physicians at all assigned facilities
- Initiated new service lines, community partnerships to exceed budgeted ADC (10.0 days) and profitable growth of \$5M in EBITDA
- Assisted facilities with LEAN model to ensure efficient and effective admission process
- Participated in on-site TJC and CMS surveys for all assigned facilities
- Ensured each facilities standards of care are met by monitoring patient satisfaction, environmental of care audits, consistent communication with CEO's, executive leadership and staff
- Provided weekly on-site reviews with MOR (Monthly Operating Reviews) for each facility
- Worked with corporate SBH team to develop and coordinate resources to ensure effective and efficient operations for each facility

## **Executive Behavioral Health Operations**

IL, IN, WI, NY, CA, NV, TX

*Senior Consultant-Multiple Sites*

Feb 2016 - October  
2017

- Successful implementation of LEAN, Six-Sigma, integrated practice models with behavioral health
- Developed new service line, accomplished value-based patient care models, compliance, quality, patient satisfaction and TJC/CMS certifications

- Participate as an executive change-agent to new and existing operations
- Administer financial oversight i.e. admissions, revenue, EBITDA

### **Quorum Healthcare**

Waukegan, IL

*Executive Director of Psychiatry Vista Health Systems (Interim Role)*

Nov 2016 - April 2017

- Operational management for the entire system's behavioral health service line (ages 4-65) across 3 different hospital sites including but not limited to: ER crisis teams, inpatient nursing, admissions, business development, process improvement, finance, clinical services and regulatory affairs that drive revenue, effective patient care outcomes, compliance, quality and customer satisfaction
- Increased revenue by developing new PHP/IOP services, decrease in denial calls by 80% - managed
- \$10M budget, P&L statement, increase ADC (50%), decrease ALOS (4.5 days), decrease readmissions (80%), decrease ER wait times from 10.5 hours to 1.5 hours using LEAN initiatives, reporting on EBITDA and financial dashboard
- Recruited new staff in targeted specialty areas, coordinated medical staff participation, managed contract negotiations, submitted RFP's for being preferred community provider, developed new areas of integrated medical care i.e.-women's trauma and dual diagnosis treatment to offer at the hospital
- Developed positive relationships with community stakeholders-presented at Lake County Mental Health
- Coalition with published presentation on Department of Lake County Website. Participated in Behavioral health taskforce to address mental health gaps across the state and listed as a primary contact for the same

### **Signature Healthcare-Chicago Lakeshore Hospital**

Chicago, IL

*Administrator Behavioral Health Services (Interim Role)*

May 2015 - Jan 2016

- Provided direction and administrative oversight to four outpatient clinics from ages 4-65
- Monitored quality measures and risk factors for the service line including policies and procedures
- Served as a senior executive leader along with hospital senior management team
- Responded to strategic planning and organizational goals, \$25M in financial management
- Acted as a patient advocate: 50% decrease in patient complaints, an 80% increase in pt. satisfaction
- Established a comprehensive clinical model that doubled the patient census to 100% growth
- Received numerous accolades for implementing new clinical services i.e.-Partial Hospitalization, IOP, Trauma-Informed care services including women's trauma, PTSD and LGBTQA
- Facilitated collaboration between 8 inpatient units – creating more safe and lean model for admissions
- Responded to medical staff to ensure productivity, compliance, physician contracts & RVU maintenance

### **Ascension Healthcare - Wheaton Franciscan Healthcare**

Racine, WI

*Administrative Director Operations Acute Care & Behavioral Health (Interim Role)*

May 2013 - Aug 2014

- Facilitated daily operations for 100 Inpatient beds, Outpatient, and Partial Hospitalization for Mental Health and Addiction Care Service Line including the programs from ages 4-65
- Managed \$20M budget, 200+ FTEs

- Facilitated Rapid Performance Improvement Workshops (LEAN Kaizen events) to reduce costs and increase overall quality of care
- Accomplished re-certification with Joint Commission and CMS healthcare surveys
- Attended conferences to gather data for hospital regulatory compliance
- Decreased readmissions (80%) and ALOS (4.5 days) with increase in HCAHP scores
- Decreased patient complaints (70%) with increasing quality of care and patient safety

### **South Shore Hospital**

Chicago, IL

*Director of Operations Acute Care-Startup Behavioral Health Services (Interim Role)* June 2012 - April 2013

- Directed establishment of entire Geriatric Psychiatric department from ground up (\$10M in revenue)
- Achieved entire recruitment, initial compliance, ligature standards, regulatory guidelines, TJC requirements (100% occupancy)

### **Loretto Hospital**

Chicago, IL

*VP Operations Acute Care & Behavioral Health (Interim Role)*

Nov 2011 - May 2012

- Successfully facilitated joint commission, operational change and CMS healthcare surveys for reaccreditation Implemented change driven by clinical analyses to improve care and decrease readmissions by 50%
- Ensure compliance, quality, patient safety and satisfaction of these on an ongoing basis
- Developed new clinical programming for all inpatient units from ages 4-65 with changes in policies and procedures
- Managed \$20M departmental budget, 100+ FTEs

### **Alden Management Services**

IL, IN&WI

*Regional Director of Operations-Hospitals, Behavioral Health and LTC*

Feb 2010 - May 2011

- Managed operations of 10 clinical sites and clinical flow of patient healthcare delivery
- Facilitated resource allocation, ensured regulatory compliance with standards of care and provisions
- Conducted business partnership trainings including marketing plan to increase the census and revenue
- Provided business development financial consulting to the organization
- Managed relationships with physicians, hospitals and internal/external partner

### **Jackson Park Hospital**

Chicago, IL

*Administrative Director of Operations Acute Care Behavioral Health*

Dec 2008 - Feb 2010

- Prepared joint commission readiness surveys, along with regulatory compliance and quality assurance
- Created a new Med-Psych unit in partnership with physicians, executive team and board members
- Created comprehensive clinical model to facilitate generation of revenues from community partners
- Managed all units in the service line: 100+ FTEs, \$50 million+ in expenses

### **Hartgrove Hospital**

Chicago, IL

*Emergency Services Coordinator-Behavioral Health*

July 2007 - May 2008

- Managed all admission and discharge data and processes in the ER's
- Performed intake assessments, Medical Cert, Petition for crisis team

**Autumn Health Care – Start-up**

*Part-time Consultant-Hospitals, LTC, Behavioral Health*

Chicago, IL

Dec 2005 - Nov 2011

- Consulted to CEO to develop accounts to provide psychiatric services, resulting in 20 new contracts

**RESEARCH**

**Brigham and Women's Hospital**

Boston, MA

*Clinical Coordinator*

- Co-investigated an FDA approved study for sleep disorders
- Coordinated clinical trials

**Baylor College of Medicine & University of Texas - Medical Science Institute**

Houston, TX

*Clinical Coordinator*

- Managed pharmaceutical clinical trials
- Collaborated on creation of clinical assessment measures, supervised study protocols