

MEGHAN SCHMITT

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PROFESSIONAL BACKGROUND

Meghan excels in process improvement, operational strategy, project management, product implementation, and client engagement. She is experienced in driving large scale product or process implementation through change management tactics and data analysis.

She thrives in fast paced environments where she can pivot quickly to drive results and present creative solutions. Meghan has successfully led 10+ large scale technology “go-lives”, a cross-functional FDA clearance project, and five new client integrations. She has led cross-functional operational teams, as well as led projects spanning several operational groups. She has designed projects from ground level, and project managed through completion. Along the way she fosters relationships through her team-oriented approach and has guides leaders through the implementation lifecycle.

SELECTION OF RELEVANT EXPERIENCE

Software Design Lead

Meghan engaged with stakeholders in the healthcare industry to assess current state environment, design a tool to optimize workflows, construct data specifications, and implement technology software. She ensured timely execution on several products providing operational teams with live workflows and leaders with robust reporting capabilities. These software implementations led to higher productivity rates, increased collection rates, and improved daily management tactics.

Interim Director

Meghan stepped in as interim director at two emerging acquisitions. She drove implementation of best practice processes, while also assimilating new leadership to new reporting and expectations. She fostered team and leader engagement through regular touchpoints and 1:1 sessions. She also led 5+ large scale projects resulting in achieving first contractual measurement period incentives. Meghan maintained strong relationships with all leaders and was retained to drive several projects for these organizations after departure as interim director.

Operations Director

Meghan guided an operations team specialized in creating standardized processes for clients spanning the entire country. She led her team to build a home-grown performance tracking mechanism, that is utilized by 100+ leaders across the organization. In this role she also developed standard operating procedures, uniform performance expectations, and built tools to empower leaders to promote growth. She leveraged a wide variety of systems and tools including Excel, PowerBI, and CloudCoach. She utilized data analytics and leadership seminars to understand pain points and build options to create improvement and efficiencies.

Industry Experience

- Acute Healthcare
- Revenue Cycle
- Physician Billing
- IT Services
- Financial Services
- Medical Devices

Functional Expertise

- Process Improvement
- Program/Project Management
- Product Implementation
- Operational Strategy
- Performance Improvement
- Customer Experience
- Employee Engagement



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SELECTION OF RELEVANT EXPERIENCE

Assessment Senior Director

Meghan operated as the senior leader over new organization assessments. This process included engaging in leadership interviews, performing associate shadowing of daily functions, and analyzing data to understand current performance. At each assessment she owned the executive report out of opportunities, informing leadership of financial opportunities. She collaboratively led the team in developing extensive written narrative and analytical deliverables. These assessments resulted in a 95%+ contractual agreement rate.

Client Engagement Leader

Meghan served as the client director for a key, strategic acquisition. She was integral in the merger of this entity to home office operations and built partnering relationships with the client executive team and operational leaders. Meghan led monthly performance reviews, regular strategy meetings, and owned process improvement efforts across all teams and service lines.

Project Manager

Meghan served as the primary project manager for a new client integration and system build. The role required strong leadership to bring together several cross-functional teams to work towards one goal. As the primary PMO, she engaged with functional leaders to design future state workflows, partnered with IT leadership to develop file transfers, and drove recurring executive calls to ensure an on-time delivery. As a result, the client merger occurred with minimal red flags or timeline barriers. The new client was fully functioning and hitting best practice metrics in the first six months.

Strategy Analyst

Meghan collaborated closely with executive strategy teams to construct a business case analysis for a large-scale vendor purchase. Efforts included coordinating multiple vendor demonstrations to evaluate performance, as well as building out a cost savings versus spend analysis. She leveraged extensive analytical skills to devise a return-on-investment template and accurately portray investment benefits versus risks. The result was the purchase of a \$50M partnering vendor in the operational space.

Intern Program Owner

Meghan designed and executed a program to onboard a cohort of new college interns. She built a two-month summer program including scheduling a multi-department rotation, recruitment of mentoring leaders, and developing final deliverable expectations and grading scales. Of the interns selected, 70% successfully completed the program and half of these individuals were later selected for full time positions.

Technology Expertise

- Microsoft Office 365
- Epic Software
- Workday
- CloudCoach
- PowerBI

Methodologies

- Return on Investment
- Cost Mitigation
- Labor Efficiencies

Deliverables

- Executive Steering Presentations
- Process Definition & Proposals
- Standardized Performance Tracking Tools
- Leadership Assessment
- Financial Business Case Analysis
- Detailed Performance Review

