

# REBECCA FRYE

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## PROFESSIONAL BACKGROUND

Rebecca is a multifaceted professional with over 13 years of experience in project management and operational leadership roles, primarily focused in the medical industry. She is a proven leader in the areas of healthcare operations, program management, process improvement, project management, and regulatory coordination.

Rebecca has a consistent track record of on-time and high-quality delivery and can effectively synthesize project information to accurately manage project scope, budget, and productivity benchmarks, even in chaotic or ambiguous environments. She is comfortable communicating with stakeholders at all levels of the organization to build consensus and alignment throughout the project lifecycle. Her adaptive communication style and hands on approach to project management ensures all stakeholders have a voice, resulting in a collaborative, engaged, aligned and informed team throughout the entire lifecycle of the project.

## SELECTION OF RELEVANT EXPERIENCE

### Project Manager, Design and Development of Strategic Capital Project

Served as lead project manager on the design and development of a \$120 million outpatient center for a leading healthcare organization. Managed a multi-disciplinary team of technical experts from project approval to equipment installation. Responsible for developing the equipment RFP, collaborating with subject matter experts on the design of the 90,000 ft<sup>2</sup> facility, developing the staffing plan and coordinating the relevant contracts that resulted, as well as providing regular updates to project sponsors at multiple institutions due to the complex organizational structure. Collaborated with device manufacturer and researchers (clinical and basic) to plan future use of first-of-its kind research equipment being installed within the building. Facility was ready for equipment delivery and installation by the contracted date and first patient visit occurred six months ahead of schedule.

### Operations Director, Nationally-Ranked Healthcare Division

Served as Operations Director for a nationally-ranked clinical institute. Provided operational and financial oversight for three clinical divisions – leading strategic planning, business operations, clinical and basic research, and marketing initiatives. Responsible for the daily operations of the 450+ employee institute and oversaw a wide-variety of clinical and research projects. Built and managed the institute's operational and capital budgets with a total revenue of \$45MM. Implemented financial policies and procedures to control divisional spending and streamline administrative functions, as well as collaborated with hospital leadership to implement growth strategies and increase revenue streams in new patient populations.

### Industry Expertise

- Healthcare
- Medical Devices
- Medical Research
- Regulatory Submissions
- Charitable Non-Profits

### Functional Experience

- Program/Project Management
- Organizational Change Management
- Process Improvement
- Business Process Analysis

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### Project Manager, Medical Device Audit Remediation

Led a cross-functional team to implement medical device labeling changes due to a health authority audit observation. Coordinated revisions to instructions for use for 150 SKUs across five business units. Collaborated with converging institutional initiatives to decrease cost, minimize rework, and accelerate implementation timelines. Drafted semi-annual communication to health authority to update on progress and provided regular updates to executive stakeholders.

### Program Manager, Operational Process Improvement and Implementation

Worked with clinical and administrative stakeholders to standardize the operational and scheduling functions of a ground-breaking surgical division. Facilitated 35% growth in business year over year with the existing team in place. Worked closely with a cross-functional team to understand the unique strategy and identified opportunities for improvement for both the short and long-term utilizing quantitative and qualitative data provided from stakeholders, as well customer satisfaction surveys. Short-term solutions included documenting existing processes, creating procedures for new service offerings to meet institutional standards, improving communication modes between the multiple end-users, and developing new training documentation to provide consistent training among staff. Long-term solutions included development of a dashboard and KPIs to monitor performance, adjustments to key stakeholders' schedules to meet demand, and development of standard templates in the electronic health record.

### Program Manager, M&A Integration

Led a cross-functional team to integrate all people, processes, and platforms after the acquisition of an animal health equipment manufacturer. Managed 17 interdisciplinary project teams through work breakdown sessions, project chartering, and development of timelines. Coordinated with leadership and HR on a redesign of the divisional sales structure to better utilize resources and provide all representatives with the tools and training to sell the entire product portfolio. Collaborated with sales, marketing, finance, operations, IT and customer experience to launch 500+ products with distribution partners.

### Project Lead, Healthcare Scheduling Module Implementation

Coordinated with clinical and information services stakeholders to implement a scheduling module for new obstetrics clinic and labor and delivery unit. Met with clinical stakeholders to determine requirements for efficient scheduling of outpatient, inpatient, and operating rooms to increase throughput and maximize staffing utilization. Coordinated with Information Services division to enhance the module to meet clinical team expectations. Verified processes in test environment to troubleshoot bugs and determine efficiencies in workflows. Created user manuals for scheduling team to ensure consistency and improve data output. Efforts resulted in a seamless implementation of the new clinic and inpatient unit and allowed additional growth phases to occur two months ahead of schedule.

### Technology Expertise

- MS Excel
- MS PowerPoint
- MS Visio
- MS SharePoint
- MS Project
- Smartsheet
- Adobe Acrobat

### Methodologies

- Waterfall Project Management
- Lean Six Sigma
- Pareto
- Total Cost of Ownership

### Deliverables

- Program/Project Plans
- End – User Training Material
- Policies and Procedures
- KPI and Dashboards
- Executive Presentations
- Budget Forecasts