

CLINICAL OPERATIONS MANAGER

Professional Summary

An experienced executive with over eight years of marketing, operational management, and strategic achievements in leading companies. Client relations Strategic planning Operational management Healthcare industry expertise Staff development/training Cross-functional team collaboration Marketing coordination

Professional Experience

Clinical Operations Manager

January 2016 to Current City Of Detroit i¼ Detroit , MI

- Cut company operating budget by \$4,800 annually, through strategic negotiation.
- Identified billing inefficiencies and created charting process improvements for the company.
- Directed marketing initiatives.
- Recruited, retained and developed staff.
- Planned, coordinated and controlled daily operations of the organization.
- Tracked departmental output.
- Represented the company at Health Care industry meetings.
- Planned and managed event logistics.
- Collaborated with advertising and promotion managers to promote products and services.
- Collaborated with marketing and communications teams on standardization, design and production of marketing materials.
- Analyzed performance of all marketing programs to identify the best opportunities for optimization.
- Managed all company customer engagement campaigns.
- Tracked all capital spending against approved capital requests.
- Investigated and resolved discrepancies in monthly bank accounts while under tight deadlines.
- Researched and resolved billing and invoice problems.
- Developed organizational change management strategies.
- Solicited contributions and participation from local businesses to promote and improve community events and activities.
- Developed, implemented and monitored programs to maximize customer satisfaction and manage on-site customer service representatives.
- Managed payroll and time and attendance systems.
- Provided onsite training.
- Sourced new vendors for purchasing needs.
- Determined recurring business needs and maintained necessary inventory levels.

Site Coordinator

October 2013 to September 2015 Iem i¼ California Client Site , CA

- Administered, directed and coordinated the activities of the clinic.
- Served as liaison between corporate, clinical staff and the community.
- Expertly planned, coordinated, organized and directed all operations of the clinic.
- Provided thorough supervision for day-to-day operations of the facility in accordance with set policies and guidelines.
- Regularly evaluated employee performance, provided feedback and assisted, coached and disciplined staff as needed.
- Minimized staff turnover through appropriate selection, orientation, training, staff education and development.
- Organized and led weekly personnel meetings with over 20 team members.
- Actively maintained up-to-date knowledge of applicable state and Federal laws and regulations.
- Revised policies and procedures in accordance with changes in local, state and federal laws and regulations.
- Actively served on Utilization Review Committee by reviewing policies, patterns of providers and sanction processes.
- Planned, organized, supervised and provided assignments for all staff.
- Enforced established payroll-related policies, procedures and regulations and adherence to company and governmental policies.
- Assigned staff to meet patient care needs and address productivity standards, while adjusting for census, skill mix and sick calls.
- Conducted probationary and annual performance evaluations of all staff.
- Analyzed facility activities and data to accurately assess risk management and improve services.

Front Office Lead

February 2013 to September 2013 Hyatt Hotels Corp. i¼ Clearwater , FL

- Served as liaison between management, clinical staff and the community.
- Carefully reviewed medical records for accuracy and completion as required by insurance companies.
- Provided thorough supervision for day-to-day operations of facility in accordance with set policies and guidelines.
- Regularly evaluated employee performance, provided feedback and assisted, coached and disciplined staff as needed.
- Organized and led weekly personnel meetings with ten team members.
- Reviewed and approved time cards for processing by payroll department.
- Conducted probationary and annual performance evaluations of all front office staff.

Staffing Analyst

October 2012 to March 2013 Northwell Health i¼ Mount Kisco , NY

- Aggregated forecast information into a comprehensive document to be published with senior leadership for capacity planning purpose.

- Studied department work, vacation and absence records (shrinkage) for on-going historical trend analysis and offer recommendations for forecasting purposes.
- Responded to management requests to produce "what if" scenarios.
- Maintained detailed records of call and skill set statistics and call arrival patterns to maximize forecasting accuracy capability, ensuring cost effective labor utilization.
- Articulated forecast variables and drivers and as needed, recommend changes to enhance forecast accuracy and effectiveness.
- Facilitated periodic strategic forecast discussions with the leadership team and recommend countermeasures in response to upcoming volumes.

Medical Administrative Assistant

February 2007 to February 2012 Aveanna Healthcare 1/4 Campbell, CA

- Managed daily office operations and maintenance of equipment.
- Scheduled patient appointments.
- Verified that information in the computer system was up-to-date and accurate.
- Provided administrative support for three physicians.
- Confirmed patient information, collected co-pays, and verified insurance.
- Examined diagnosis codes for accuracy, completeness, specificity and appropriateness according to services rendered.
- Accurately entered procedure codes, diagnosis codes, and patient information into billing software.
- Added modifiers as appropriate, coded narrative diagnoses and verified diagnoses.

Education and Training

MBA : Organizational Leadership , 2018 Grand Canyon University Organizational Leadership

Bachelor of Science : Health Care Administration Management , 2015 University of Phoenix Health Care Administration Management

Certificate in Medical Administration : 2007 Pima Medical Institute

Skills

administrative support, advertising, billing, budget, capacity planning, change management, customer satisfaction, customer service, diagnosis, drivers, forecasting, front office, Health Care industry, insurance, inventory levels, leadership, logistics, marketing, marketing and communications, marketing materials, meetings, office, negotiation, optimization, organizational, patient care, payroll, personnel, policies, processes, promotion, purchasing, assess risk, statistics, strategic, supervision, trend