

# JENNIFER HEDERINGTON, MPH

Indianapolis, IN (relocating to Atlanta, GA 06/2019)

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## PRACTICE OPERATIONS SUPERVISOR | PATIENT SAFETY MANAGER | HEALTH ENGAGEMENT PARTNER

*Relationship Management | Patient Support | Process Improvement*

Accomplished, compassionate, people-focused Health Systems Manager highly regarded for optimizing processes, minimizing expenditures, and cultivating critical relationships with both clients and colleagues to ensure long-term organizational success.

Known for exhibiting extraordinary skills in communication, teamwork, process improvement, and strategic planning.

Demonstrated history of providing superior administrative and client support while maintaining high levels of accuracy and strict confidentiality. Out-of-the-box thinker capable of recruiting and mentoring employees to thrive in service- and patient-focused environments, improving the overall client experience. Excellent academic qualifications including a Master of Public Health from Kaplan University combined with Certified Patient Access Specialist credentials from Healthcare Business Insights.

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### SELECTED HIGHLIGHTS

- ❖ Monitored and assessed service level quality and accuracy of completed work, including technical forms and financial data, to ensure departmental alignment with established corporate objectives at Eskenazi Health.
- ❖ Executed onboarding, training, and supervision of new employees monthly/quarterly/annually, providing ongoing feedback and support to ensure both individual and group success.
- ❖ Managed selection, integration, and upkeep of digital systems, leveraging innovative technology to optimize processes and increase organizational efficiency up to 100%.
- ❖ Utilized medical billing and coding knowledge to identify and resolve specific transaction errors, boosting the revenue cycle.
- ❖ Gained and applied skills in research, detail-orientation, problem-solving, communication, and conflict resolution to quickly address issues, raising customer satisfaction ratings.

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### CORE COMPETENCIES

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|--------------------------------|-----------------------------------|--------------------------|
| ▪ Healthcare Administration    | ▪ Budgeting                       | ▪ Regulatory Compliance  |
| ▪ Relationship Management      | ▪ Health System Management        | ▪ HIPAA/OSHA Guidelines  |
| ▪ Program Development          | ▪ Community Partnerships          | ▪ Strategic Planning     |
| ▪ Policies/Procedures          | ▪ Customer/Patient Service        | ▪ Communication          |
| ▪ Research & Analysis          | ▪ Education                       | ▪ Collaboration/Teamwork |
| ▪ Organization & Multi-tasking | ▪ Presentations & Public Speaking | ▪ Problem-solving        |

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### PROFESSIONAL EXPERIENCE

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#### ESKENAZI HEALTH | INDIANAPOLIS, IN | 02/2018-PRESENT

##### **Patient Access Specialist Supervisor**

- Oversee team of 20 Patient Access Registrars assisting patients daily/weekly in a busy hospital setting.
- Monitor and assess service level quality and accuracy of completed work, including technical forms and financial data, to ensure departmental alignment with established corporate objectives.
- Handle onboarding, training, and supervision of established and new employees monthly/quarterly/annually, providing ongoing feedback and support to ensure both individual and group success.
- Manage selection, integration, and upkeep of digital systems, leveraging innovative technology to optimize processes and increase organizational efficiency up to 100%.
- Review processes regularly to facilitate continuous improvement across the Emergency Department.
- Improve customer satisfaction ratings by 100% on collaborating across departments to create new procedures.
- Devise and implement enhanced communication and incentive programs to reduce employee turnover rate by 50%.

**AMERICAN HEALTH NETWORK | INDIANAPOLIS, IN | 2001 TO 2017****Office Manager | 2008 to 2017**

- Performed administrative duties, billing, scheduling, and coding while providing exceptional customer service, resulting in 100% client satisfaction ratings.
- Ensured that employees communicated with patients per HIPAA and OSHA regulations.
- Tracked expenses and developed standards and practices for inventory control and trend identification/analysis, streamlining supply ordering process and saving expenditure monthly/quarterly.
- Establish and maintain local-area relationships to develop support for AHN mission and goals, raising community awareness and engagement levels.
- Prepared schedules for 20 staff members weekly to ensure optimal service and safety levels for clinic sessions.

**Patient Care Manager | 2001 to 2008**

- Completed and submitted FMLA and disability forms quickly and accurately for patients weekly/monthly.
- Verified patient insurance and obtained precertification with private insurance companies, Medicare, and Medicaid, reducing processing time for treatment approvals by up to 100%.
- Renewed and maintained records for physician's federal and state licensures, including assigned DEA number, ensuring continuous compliance with legal and regulatory requirements.
- Assisted with minor surgical procedures, such as administering injections, drawing blood, obtaining patient vital statistics, and refilling medications upon physician approval, minimizing average patient wait time by 80%.

**Additional Experience:** The Julian Center | Indianapolis, IN | Case Manager/Advocate  
 Parallel Education | Indianapolis, IN | K-12 Substitute Teacher, Indianapolis Public Schools

**EDUCATION**

Kaplan University, Indianapolis, IN: 2017 – *Master of Public Health (GPA: List if over 3.50)*

Indiana Wesleyan University, Indianapolis, IN: 2013 – *Bachelor of Business Administration – Management (GPA: 3.8)*

**Certifications or Additional Education:**

Medical Billing and Coding – Penn Foster

Certified Patient Access Specialist – Healthcare Business Insights

CPR – American Heart Association

**ADDITIONAL CREDENTIALS**

<b>TECHNICAL SKILLS</b>	Microsoft Office (Word, Excel, PowerPoint, Outlook, Access, Publisher) / Microsoft Visio / Microsoft SharePoint / Google Suite / Next Gen / Epic / Cerner
<b>CERTIFICATIONS -FEMA</b>	<ul style="list-style-type: none"> <li>▪ Cultural Diversity, Health Disparities and Public Health, 2015</li> <li>▪ Effective Communication, 2013</li> <li>▪ Leadership and Influence, 2013</li> <li>▪ Decision Making and Problem Solving, 2013</li> <li>▪ Introduction to Incident Command System, 2013</li> <li>▪ Initial Action Incident, 2013</li> <li>▪ Protecting Your Home or Small Business from Disaster, 2013</li> <li>▪ Workplace Violence Awareness Training, 2013</li> <li>▪ Animals in Disasters: Community Planning, 2013</li> <li>▪ In-depth Guide to Citizen Preparedness, 2013</li> <li>▪ Fundamentals of Emergency Management, 2013</li> <li>▪ Household Hazardous Materials, 2013</li> </ul>
<b>ORGANIZATIONS</b>	<ul style="list-style-type: none"> <li>▪ SOPHE Society of Public Health</li> </ul>

**VOLUNTEERISM**

| Coburn Place, The Julian Center

**DETAILED REFERENCES AVAILABLE ON REQUEST**

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