

**MARK A. O'NEILL, MHS, CMPE, FACHE**  
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## **STRATEGIC OPERATOR**

**Summary:** Implements complex strategic visions and gets outstanding results. Previously led major initiatives at international hospitals in Germany. Former head of Tricare Office at the largest military hospital in the U.S. Innovation-focused, founded several profitable businesses in anesthesia and pathology services and led one the largest physician practices in Philadelphia and Tampa. EVP of boutique health insurance captive. Expertise in health metadata, digital technology transformation, AI and machine learning. YPO-vetted leader with a trifecta of success in military, government and the private sector.

**Strengths / Skills:** negotiates with confidence and patience ... relates well to people at every level in both domestic and international settings ... adaptable problem solver ... a fearless pioneer who plans and executes startups and visionary initiatives ... relentlessly cuts costs while maximizing revenue and quality... high-visibility community leader... effective physician recruiter... builds strategic alliances... high-energy, positive mentor... polished executive presence... culture whisperer. Field operations and corporate strategist. Authentic brand developer. Shapes organizational dynamics to heal and grow high-performance teams. Growth operator of multi-site ventures.

-High Political/Emotional IQ -Parachutes into ambiguity -Transforms dysfunctional cultures -Mentors teams - High-visibility leader -Brand Ambassador -Program Mgmt -Sales/Biz Dev -Proposal Writer -Private Equity exp.

### **Gardaworld Federal Services, McLean, VA**

**May 2022- February 2023**

#### ***Vice President, Medical Operations***

- Led 300+ medical personnel at the largest pediatric urgent care center in the Southwest U.S. (\$200M revenue) focused on unaccompanied migrant refugee children for the Department of Health and Human Services (HHS) Office of Refugee Resettlement (ORR).
- Authored strategic growth efforts in collaboration with business development for the medical vertical in support of over \$1B in medical proposals.
- Served as the executive liaison between HHS and Customs and Border Patrol (CBP).
- Worked closely with Fort Bliss Army Medical Center on strategic partnerships.

### **American Healthcare Leadership International, Philadelphia, PA/Tampa, FL    1/2012 - Present**

#### ***Managing Director/Consultant***

AHLI provides skilled leadership across the globe to healthcare providers and institutions with independent consulting, speaking and interim executive management solutions.

- Since 2018, I have advised six private equity firms and family offices on gastroenterology practice acquisitions from initial reviews and indications of interest through management presentations.
- I have served as Chief Revenue Officer for a start-up hybrid telehealth product (Care.IT) and led funding efforts and international strategic ventures through my network of industry contacts. Prepared a proof-of-concept for a prison/correction healthcare system and a grocery store chain.

- I served as President of a start-up SaaS application for wellness and security for international business travelers (Paxsafe.net) growing the medical component of the service and signing the Boston Celtics as a client.
- When not working on consulting or start-up engagements, I have served in executive roles in two GI practices and a physician-based health insurance product.

**Vxtra Partners, Atlanta, GA**

**6/2015 – 8/2017**

***Executive Vice President and Chief Growth Officer***

Led growth and operations for a national group health benefits captive exclusively for large, multi-site, independent physician practices. With clients throughout the U.S., Vxtra was an early-stage, boutique healthcare wellness and insurance services firm.

- As the right-hand of the founder and CEO, I managed multiple advisory boards made up of physicians and executives from among the captive membership in nine major urban markets to develop clinical protocols that improve health and manage costs.
- Grew the captive from 6 to 12 members in two years.
- Negotiated \$1.2M in growth capital and a strategic alliance with a large MPL carrier to bring our product into new markets.

**Gastro Florida, Tampa, FL**

**8/2013 - 5/2015**

***Chief Executive Officer***

Gastro Florida is Tampa Bay's largest gastroenterology specialty practice with 42 providers, 20 locations, nine surgery centers and 180 employees.

- Took unbranded medical group and grew it into one of the top 20 largest groups in Tampa in 19 months.
- Renegotiated payer contracts to increase practice revenue by over 10% in 2014.
- Prepared private-equity backed formation of All-Florida GI practice.
- Improved A/R by 15% through staffing upgrades and process improvements.
- Launched Microcam capsule endoscopy program to unite practice around top technology.
- Expanded laboratory revenue 15% through an innovative specimen transfer arrangement with the University of Florida.
- Recruited 12 new physicians to create the largest GI practice in West Florida moving revenue from \$18M in 2013 to a projected \$30M in 2015.
- Reduced medical malpractice costs by 60% through re-negotiated agreements.
- Launched a managed services program for practice IT resources and built a unified communication system to connect all offices.

**Main Line Gastroenterology Associates, P.C. (MLGA), Philadelphia, PA      1/2012 – 6/2012**  
***Chief Operating Officer (Interim)***

Main Line Gastroenterology Associates is the fusion of academic medicine with an independent physician practice. Founded in 1971, this unique hybrid offers patients the full array of cutting edge technology from a fellowship training program along with the patient-centric practice philosophy of a physician-owned enterprise. With seven locations across the metropolitan area, Main Line Gastroenterology is the premier digestive disease practice in the Philadelphia market. Under a short-term contract, I introduced a culture of innovation that led to the following:

- Hired three Physician Assistants to form the core of the practice's first mid-level provider program.
- Launched SmartPill wireless motility capsule program: the first in a private practice in Philadelphia.
- Led facility expansion plans at Riddle Memorial Hospital in cooperation with Amsurg, a national corporate partner in MLGA's three physician-owned ambulatory surgery centers.
- Opened talks with Drexel University to establish the nation's first accredited Physician Assistant (PA) training program in gastroenterology.
- After leading a rigorous review process, selected a national pathology vendor to design and build a practice-owned pathology lab.
- Brokered sensitive merger and acquisition talks with regional gastroenterology practice to form the area's largest GI physician group.
- Led innovative discussions to acquire local anesthesia group to improve quality and reimbursement.
- Led contract negotiations with largest insurer to boost CRNA reimbursement 35%.
- Initiated discussions to leverage medical malpractice carrier's clinical quality program to earn increased reimbursement from third party health insurance companies.
- Completed audit to reduce property/casualty insurance premiums by 25%.

**Lancaster Gastroenterology, Inc. (LGI), Lancaster, PA      12/2007 – 1/2012**  
**Professional Anesthesia Associates (PAA), LLC, Lancaster, PA**  
***Executive Director***

LGI and PAA boast 18 providers and 75 employees to care for a population of 500,000+. LGI performed nearly 17,000 procedures in 2011. Earned local hospital top 50 national honors in Digestive Disorders from *U.S. News and World Reports*. I was the first non-physician to chair the board of directors in LGI's 40-year history.

- Led entrepreneurial private practice to develop and launch profitable new lines of business with in-office pathology lab and anesthesia company boosting physician income 23% since 2008.

- Enhanced profitability of existing offices through development of creative initiatives such as the *Center for Women's Digestive Health* and the *Heartburn Clinic* to promote special physician skills and technology.
- Partnered with local hospital to earn a 70% subsidy and implement paperless workflow with the Epic electronic medical record.
- Lowered malpractice premiums 66% through membership in regional risk retention group.
- Implemented sensitive succession-plan to transition two senior physician partners to part-time status and recruited four new providers including LGI's first female gastroenterologist.
- Collaborated with Amsurg, corporate partner in LGI's Ambulatory Surgery Center (ASC) to maintain one of the *top three most profitable ASCs* in Pennsylvania out of more than 250 similar centers.
- Earned "Best of the Web" honors in the healthcare division for practice website: [www.lancastergi.com](http://www.lancastergi.com)

**Landstuhl Regional Medical Center (LRMC), Germany**  
**Chief, Patient Affairs Branch – (U.S. Navy Reservist)**

**10/2006 - 11/2007**

LRMC is the largest American hospital outside of the United States. It provides specialty care to all casualties from Afghanistan and Iraq in addition to more than 250,000 American and Allied military personnel based in Europe. Recalled from Navy Reserve for 13-month overseas assignment in support of Operation Enduring Freedom.

- Coordinated the discharge & transportation of over 5,000 patients via military or private air ambulance.
- Led the first-ever branch staff integration across three medical departments: Army, Navy, and Air Force.
- Provided 24/7 international patient liaison services and embassy support while coordinating complex financial and social issues while managing patient evacuation among personnel from 22 countries.

**Kelly IT Services (Government Contractor)**  
**Associate Director, Comprehensive Colon Cancer Center**

**2/2004 - 10/2006**

In 2004, the U.S. Congress directed Walter Reed National Military Medical Center to build and staff a state-of-the-art colon cancer screening center developed around virtual colonoscopy technology. Hired to launch and manage the design, construction, staffing, and operation of the Comprehensive Colon Cancer Center.

- Managed a \$7M inaugural budget while building a new Gastroenterology/Radiology partnership.
- Coordinated administration of scientific research protocols to advance innovative study into colon cancer screening technology and built highly qualified team of 40 professionals to staff the Center.
- Reduced construction time from two years to one year through innovative cooperation agreements, and developed \$1.5 M architectural design to be integrated with a \$4.3M Gastroenterology renovation.
- Researched and procured high technology capital equipment and software totaling \$3.7M.
- Broke the hospital record for the annual number of patients screened for colon cancer by 33%.

**Walter Reed National Military Medical Center, Bethesda, MD**  
***Naval Officer, Medical Service Corps, Lieutenant***

**12/2000 - 1/2004**

Promoted to *Medical-Surgical Directorate Administrator* in 2003 responsible for six departments including Endocrinology, Internal Medicine, Infectious Disease, Rheumatology, and Allergy, and Hematology and Medical Oncology. Promoted in 2002 to *Administrator, Department of Hematology-Medical Oncology*; managed a staff of 65 and a \$2.2M budget. Service Chief, Tricare Plans and Operations (2001-2002)

- Spearheaded multi-disciplinary team to plan state-of-the-art cancer treatment center.
- Negotiated National Cancer Institute 5-year, \$11M Inter-Agency Agreement.
- Earned the highest competitive performance rating among 34 colleagues.

**Johns Hopkins Health System, Baltimore, MD**  
***Administrative Resident, Office of Managed Care***

**5/1999 - 5/2000**

**EDUCATION**

- MS, Library and Information Science, Drexel University, Philadelphia, PA **2026\***
  - Certificate in Metadata and Digital Technology
  - Certificate in AI and Machine Learning
- MHA, Health Finance/Management, Johns Hopkins University, Baltimore, MD **2000**
- BA, Magna Cum Laude, History/Political Science, University of Pittsburgh, Pittsburgh, PA **1998**
- Certificate, Conceptual Foundations of Medicine, University of Pittsburgh, Pittsburgh, PA **1998**
- Certificate Program, Irish History and Literature, Trinity College, Dublin, Ireland **1996**

**PROFESSIONAL AFFILIATIONS AND CERTIFICATIONS**

- Young Presidents' Organization (YPO) Member/Forum Moderator **2014**
- CEO Council of Tampa Bay Member **2013**
- American College of Health Care Executives (ACHE) Fellow (FACHE) **2007**
- American College of Medical Practice Executives (ACMPE) Board Certified (CMPE) **2004**
- American Academy of Medical Administrators (AAMA) Board Certified (CAAMA) **2002**

**HONORS / AWARDS**

- Named one of the Tampa Bay Business Journal's "Up & Comers" **2014**
- Nominated by *Modern Healthcare* for national award for emerging leaders **2010**
- Named top "Forty Under 40" business leaders by the Central Penn Business Journal. **2009**
- Promoted to Lieutenant Commander, U.S. Navy Reserve (Honorable Discharge: Jan 2010) **2009**
- Nominated Naval Reserve Association Junior Officer of the Year. **2006**
- Nominated AAMA Young Federal Healthcare Executive of the Year. **2005**
- Awarded Outstanding Volunteer Service Medal, Big Brothers-Big Sisters, Washington, D.C. **2003**
- Awarded John P. Young Award for the outstanding graduate paper in health care management. **1999**
- Awarded University of Pittsburgh Nationality Room Scholar for foreign study in Ireland. **1996**