

Diane C. Stranis

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<http://www.m2medicalmaximist.com/>

QUALIFICATIONS & EXPERIENCE

- 10+ Years Executive Physician Practice Operations Leadership
 - Regional, Multi Clinic, Hospital & Specialty Management
 - Auditing Risk, Compliance, Security
 - Auditing HIPPA, OSHA, OIG, All Regulatory Compliance
 - Meaningful Use, PQRS
 - Human Resource Management
 - Diplomacy, Mediation & Negotiation
 - Comprehensive Accounting Operations
 - Ensure Growth Through Full Cycle Revenue Management
 - P & L & Balance Sheet Review, Budgeting, Goals, Benchmarking
 - Meticulous Attention to Multiple Data Collection, Reporting & Metrics
 - Collaborative & Situational Leadership with Stakeholders, Providers & Staff
 - Credentialing Providers & Facility
 - EMR Implementation
 - Sense of Urgency, Problem Solving, Multi-Tasking
 - Excellent Customer Service
 - Expansion & Capital Investment
 - Mentoring, Training detailing KPI's
 - Medicaid, Medicare, Private & Managed Care Health Eligibility & Compliance
 - Staff Workflow & Support Studies
 - Flexible, Adaptable, Creative & Highly Organized
 - Inventory Management & POS
 - Strategic Growth Opportunities
 - Server, Network, Hardware, Operating Systems, Web Hosted & Stand Alone Software
 - Internet Technology Pairing: Optimization & Management
 - Effective Sales & Marketing: Branding, Website content, SEO, E-blast, Google Analytics, Networking Physician Referrals, Newsletters, Brochures
 - Building and Leading Cohesive Teams
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EXPERIENCE

Physician Practice Operations Management for the ***M2 Medical Maximist***

Practice Management Optimization and Contract Management

12/2012 – Current

- Contract medical multi-clinic specialization to date: Family Practice, Internal Medicine, Orthopedic, Plastic, Stem Cell, & Oral Surgery. Endocrinology, Dermatology, Rheumatology, Behavioral Health, Pediatric Dental, and Orthodontic
- Day to day operations and support
- Handle all vendors, sales representatives, lunches, supplies & inventory orders
- Server, Network, Computer, Software, Network, Operating Systems, Computer, Software, Backups, & Security
- Recruiting, interviewing, background & reference checks, pre-employment testing, offer letters, hiring, onboarding new employees
- Ongoing staff meetings, training, mentoring, counseling, team building, evaluations, verbal warnings, written warning, and terminations
- Responsibilities include excellent customer service grievance disputes and resolution
- Coordinating, building, coaching, mentoring successful teams through KPI's, goal setting, team & individual bonus programs that create net growth
- Conduct all fiscal and administrative operations: Accounting, bookkeeping, quarterly and end of the year tax preparation: AP, AR, P & L, Taxes, 3-6-9-12 Month & 1-5 year Comparative Analysis Reporting

- Customized Employee Job Descriptions, Employee Handbook and Evaluations
- Colorado meals, breaks, overtime, commissions, paid time off, sick leave & vacation policy management, accrual plans and profit sharing
- Payroll and benefits administration, and cost to benefit review
- Inventory Management: POS, Retail, Employee and Patient Sample Security System
- Appropriate practice cost reductions and increased cash flow opportunities
- Organized cost effective online internet marketing, webpage content and design, e-blast, review sites, social networking, loyalty & reward programs, sales promotions, planned events, physician & managed care referral sales, product & clinic demonstrations, patient surveys
- ROI Analysis: Patient Visits, New Patients, Demographics, Referral source, Marketing, Managed Care Contracts, FLEX Plans, Auto. Workers Compensation, Cash Pay & Retail
- Theft & Fraud Audit: Audit all patient visit data to software entries to bank deposits
- Review CDLE, OSHA, CLIA, HIPAA, ICD10, PQRS, compliance & meaningful use
- Perform affiliated or new Managed Care contract renewal review and negotiation
- Credentialing membership of all provider types
- Centers for Medicare & Medicaid Five Star Rating System
- Advanced Microsoft Office Word, Outlook, PowerPoint, Excel, Publisher, QuickBooks Pro 2013, TurboTax 2014, Pro Tax Series, AP, AR, P & L, Balance Sheet
- EPIC, Medisoft, Advanced MD, Caretracker, Optum, Inform and Enhance, Dentrax, Enterprise, Focus Reports, Gateway, Data Mining, (EMR)

Back in Health, Inc. & MedX Rehabilitation LLC.

Practice Administrator, VP of Operations, Shareholder

04/2000 – 12/2012

- Successfully launched and ran day to day operations of two clinics
- Negotiated DTC retail space, purchased equipment, hired all employees and launched clinic
- Attained over \$500,000 in sales the first year with \$10,000 in start-up capital
- Negotiated & executed contracts with Travelers, Great West, Cigna, Sloan's Lake, United, BCBS capitalizing on DTC demographics creating 40% growth
- 30 % Growth per quarter through telephone, physician & patient referral campaign, luncheons, demonstrations, mailers, coupon discount ads, patient newsletter
- Handled all Patient, Attorney, Physician, Insurance Grievances
- Expanded sales through luncheons, product demonstrations, marketing campaigns, physician referrals, insurance contracting & marketing
- Managed all Fiscal Administration, AP, AR, P & L & Taxes
- Negotiated & contracted with attorneys to do back end collections for low hourly plus percentage increasing collections by 20%
- Created LLC Membership corporation and personally sold thirty doctors contracts
- Purchased entire MedX Rehabilitation equipment available
- Staffed with Physical Therapist and Osteopath
- Treated auto, workman compensation, and general insurance injuries
- Reported and paid thirty referring physicians quarterly without a single dispute
- Managed daily operations, HR, full cycle revenue management
- Closed after Stark II & MedX was folded into Back in Health, Inc.

EDUCATION, MEMBERSHIPS & CAREER NOTE

Western Governor's University-Masters in Integrated Healthcare Management (Attending)
 Regis University, Denver, CO – Major: Bachelor of Science: Business Administration
 Specialization: Management Minor: Marketing Honors: Cum Laude
 Medical Group Management Association