

Omar Sawyer

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EDUCATION

Master's in health administration <i>Weber State University, Ogden, Utah</i>	Apr 2016
Bachelor of Science in Exercise Science <i>Utah State University, Logan, Utah</i>	May 2010

CERTIFICATIONS & TRAINING

Certified Professional Coder (CPC)	Aug 2016
Social Networking for Promoting Business Certificate	Apr 2015
Public Speaking and Presentation Advantage Training	Nov 2014
Business Acumen Training Verizon Wireless Business and Government Operations	Nov 2011

PROFESSIONAL EMPLOYMENT

University of Utah Department of Pediatrics <i>Manager: Triage Team</i>	October 2018- Present
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- Management of Triage Team operations and oversight of several Medical Assistants/Nurse staff to support pediatric subspecialty clinics.
- Strong collaboration with physician advisors, division chiefs and directors to develop Triage Team protocols and operational policies/procedures through quality improvement plans and initiatives.
- Oversee hiring, training, and professional development of staff ensuring competency understanding through education and staff development initiatives.
- Quality Assurance process; tracking and trending quality indicators, deviations and cause analysis. Analyzing process outcomes and workflow to identify and ensure appropriate staff utilization and productivity.
- Extensive project management experience through driving Quality Improvement projects centered around improving patient experience, new technology implementation, education/development, and adoption of new Electronic Health Record system.
- Current knowledge of HIPAA policies and all legal requirements for managing patient confidentiality and medical records

Better Health Together, Spokane, Washington <i>Associate Director of Better Health Together</i> <i>Director of Pathways HUB</i>	Jan 2017- October 2018
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- Planned, developed and coordinated the implementation of a region wide care coordination initiative (Pathways HUB) for a statewide Medicaid Demonstration Waiver.
- Collaborated with Managed Care Organizations and Community Care Agencies to develop a structure for recruitment, training, and implementation of a community-based care coordination program, including financing and data agreements with health care providers, managed care organizations, and other parties to ensure achievement of outcomes and sustainability.
- Worked directly with the CEOs of Managed Care Organizations to develop and negotiate contracts for the Better Health Together Pathways HUB and Washington's statewide Medicaid transformation.
- Implemented two pilot programs (Pathways Community HUB-Ferry & Spokane County) centered around community-based care coordination for individuals transitioning out of jail, with

goals to reduce recidivism and increase access to care and social services.

- Managed a team that developed and implemented project plans centered around opioids, jail recidivism, oral health, and community-based care for the Better Health Together Accountable Community of Health.

Intermountain Healthcare, Salt Lake City, Utah

Sep 2015-Jan 2017

Senior Coding Consultant

- Managed and identified standards of care coordination and ensured services were rendered in conformance with state Medicaid policy and procedural guidelines.
- Knowledge of national physician code sets, insurance reimbursement, coding compliance issues and internal coding policies, procedures and processes.
- Worked directly with physicians, insurance companies, and hospital leadership to train, develop, and implement new workflow processes while providing support throughout the medical group.
- Managed and trained back up support teams in clinical specialties for Intermountain Healthcare professional coding and reimbursement – Hepatology and Sports Medicine
- Strong understanding of the inpatient & outpatient clinical environments including general processes and procedures employed by clinics associated with clinical documentation and coding.
- Developed specialized technical documentation and coding education for providers, managers and staff.
- Worked directly with compliance, human resources, and insurers to develop new internal processes centered on billing and coding guideline changes, as well as interpretations from The Center of Medicaid and Medicare Services.
- Successfully implemented new clinic optimization initiatives within Hepatology and Nephrology specialties for Intermountain Healthcare.
 - Improved workflow processes and identified lost revenue within the specialty groups.
- Strong attention to detail. Managed specialty team to perform multi-level audits on physician groups.

Psychiatric & Behavioral Solutions, Salt Lake City, Utah

Jan 2014-Feb 2017

Office Coordinator

- Coordinated the implementation and rollout of a new electronic medical record
- Managed billing and coding edits & errors
- Implemented new reporting system to track Medicaid patient groups

Verizon Wireless Business & Government Center of Operations, WVC, Utah

May 2010-Aug 2013

New Hire Supervisor

Global Enterprise Advisor

- Supervised, coached, and facilitated new hire training
- Analyzed performance metrics which facilitated advancement of new hire employees
- Top 15% performer in the nation for account growth, sales, and account health
- Worked with a variety of individuals and business dynamics within VZW BGO
- Managed & consulted up to ten high profile business accounts efficiently and effectively

References

Available upon request