CAITLIN M KELLEY

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***PROFESSIONAL SUMMARY***

*Graduate medical education leader with 10 years of progressive experience and strong track record of achieving demonstrable results. Innovative, adaptable healthcare administrator with background in fast-paced hospital academic settings. Strong background in budgeting, finances, facility operations, process improvement and management principles and practices.*

***SKILLS***

**◆Accomplished leader**

**◆Analytical thinker**

**◆Budgeting proficiency**

**◆Change Management**

**◆Outcomes Measurement**

**◆Project Management**

**◆Quality improvement**

**◆Savvy negotiator**

**◆Strategic Leadership**

***WORK HISTORY***

***Program Manager, 7/2014 to Current***

***American Board of Internal Medicine - Philadelphia, PA***

* Organizes and implements short and long term projects, including logistical management of various Board meetings and sponsored group meetings
* Proactively synthesizes information from various sources and external best practices to help develop and evaluate productive agendas
* Develops and maintains relationship with multiple medical societies and potential as well as current board members
* Identifies, understands and actively problem solves issues relative to specialty board members and meetings
* Liaison for leadership staff regarding specialty specific meetings adding input and contributions to agenda materials etc.
* Performs ongoing recruitment, management, and development of Specialty Board members, including orientation process for new members
* Oversee communication of meetings through formal minutes and development of informational resources for internal staff
* Develops and manages efficient processes for two- way communication allowing dissemination of specific meeting decisions effectively for leadership, Council, Boards, and external partners’ societies
* Plans and implements society management events including planning agendas, coordinating meeting logistics and registration
* Oversees business services planning for all meetings
* Creates and maintains accurate meeting records

***Administrative Director, Graduate Medical Education, 04/2011 to 6/2014***

***Crozer Chester Medical Center – Upland, PA***

* Led ACGME accreditation process for 6 residencies and 1 fellowship program in 2013-2014, resulting in 100% full accreditation status in all programs
* Recruited, hired, trained and coached 20 program coordinators in 2013-2014
* Negotiated and contracted new outside catering vendor providing resident meals while on call reducing costs by $45k
* Vetted new OSHA regulated medical launderer reducing costs by $50K, which resulted in several departments switching vendors
* Created an electronic protocol for outside residents and medical students on-boarding process system, eliminating duplication of work and opening lines of communication
* Spearheaded electronic meal ticket system in conjunction with cafeteria software, eliminating any additional costs which was previously quoted at $20k to implement software systems
* Integrated a new duty hour logging system ensuring all residents compliance with the ACGME work hour rules, reducing resident and fellow duty hour violations by 80%
* Redesigned the structure of Medical Clerkships, complying with medical schools and the Joint Commission regulations, increasing medical school affiliations agreements by 20%
* Manage a $2.5M operational budget and $950K department, meeting and conference budget
* Organize and communicate pertinent information and hospital initiatives to 350 residents, fellows and medical students system wide
* Develop, update and institute new universal GME policies and procedures (i.e., disaster plan, budget management, medical student's policies, etc.)
* Oversee, develop, and implement strategies for all fundraising, communications, marketing, and community outreach efforts
* Facilitate development of continuing medical education activities for physicians and other healthcare providers currently increasing physician and nursing educational credits by 20%
* Integration educational seminars for program coordinators regarding the budget process (Interpreting data, reading reports etc.) increasing awareness and accountability
* Oversee annual and monthly departmental accounting functions, payroll updates, monitoring and changes, billing, reporting and Medicare Cost Reporting procedures
* Organize monthly institutional core lectures, resulting in residents receiving knowledge pertaining to "Life after residency"

***Program Manager- Graduate Medical Education, 02/2009 to 04/2011***

***Virtua Health – Voorhees, NJ***

* Supervised clerical and graduate education staff and delegated tasks accordingly
* Organized, coordinated and tracked all resident recruitment activity including overseeing the computerized ERAS process
* Managed all medical student, physician assistant, and outside resident rotations
* Organized and maintained all affiliation agreements and appropriate documentation for rotations throughout any Virtua facility
* Liaison between all GME/Residency related issues to the Medical Director of GME
* Prepared monthly and annual program reports for each specific residency program as requested

***Surgical Residency Program Coordinator, 04/2008 to 02/2009***

***Main Line Health – Wynnewood, PA***

* Reviewed all residency applications and screen those appropriate for interview
* Administered and coordinated all house staff interviews and communication with applicants as necessary
* Wrote and revised recruitment brochures, all printed materials and forms, as well as website information
* Prepared and distributed monthly reports, conferences, and schedules for house staff and residents
* Maintained Department of Surgery in compliance with Graduate Medical Education regulations

***Program Administrative Assistant, 10/2006 to 04/2008***

***Main Line Health – Wynnewood, PA***

* Coordinated the process for verification of training for all internal medicine residency graduates
* Maintained multiple physician outlook calendars
* Attended, recorded, and transcribed all Main Line Health Department of Medicine business meeting minutes
* Performed daily clerical duties in a timely and efficient manner
* Maintained all graduate medical resident information in an Excel database
* Worked closely with system chiefs and faculty members

***EDUCATION***

**Master of Science: Healthcare Administration, August 2008**

Saint Joseph's University - Philadelphia, PA

**Bachelor of Science Degree: Business Marketing, May 2006**

Saint Joseph's University - Philadelphia, PA