

JOHN DOE, M.B.A.

Address • City, ST, Zip • C: 111-234/5678 • E: client@yahoo.com

CLINICAL LEADERSHIP ♦ HEALTHCARE ADMINISTRATION ♦ PATIENT-CENTERED CARE

Committed, goal-driven and strategic-focused Healthcare Administrator determined to leverage an impressive 30-year career administering the clinical, financial and operational activities for leading healthcare systems in contributing to the bottom line.



- **Facilitate effective programs, design process improvements**, direct administrative operations and develop teams in support of patient-focused care and clinical quality within diverse healthcare environments. Reach and exceed tight deadlines while maximizing results.
- **Major change agent with success leading key transitions as expert in change management**, strategic business planning, culture development and consulting. Exceptional leader in stressed organizations, significantly reducing costs, increasing revenues, streamlining operations and improving quality and service.
- **Achieved 40% cost savings as result of productively administering a self-funded workers' compensation program. Established multi-million dollar financial turnarounds** for dozens of healthcare organizations at Integrated Health Services through quality assessments/recommendations. **Improved contribution margin by \$1.8 million for \$6 million business through restructure of operations/workflows.**

CORE COMPETENCIES

- | | | |
|--|----------------------------------|------------------------------------|
| • Healthcare Service & Trends | • Patient Care Standards | • Financial/Operational Management |
| • Regulatory Readiness/Culture of Safety | • Quality Healthcare Standards | • Capital & Operating Budgets |
| • Community Outreach | • Healthcare Assessment Tools | • Revenue Generation & Growth |
| • Program Implementation | • Process/Quality Improvement | • Cost Reduction Strategies |
| • Team-building & Leadership | • System-Wide Project Management | • Staff Development & Supervision |

PROFESSIONAL EXPERIENCE

COMPANY ONE, City, State (2001-Present)

- **MultiCare is a not-for-profit health care organization consisting of 10,000+ employees and a comprehensive network of services throughout various counties.**
- **Currently, MultiCare includes five hospitals including Allenmore Hospital, Auburn Medical Center, Good Samaritan Hospital, Mary Bridge Children's Hospital and Tacoma General Hospital, in addition to several outpatient specialty centers, primary and urgent care clinics and a variety of additional services and community outreach programs.**

CHIEF OPERATING OFFICER: Auburn Medical Center (2012-Present)

ADMINISTRATOR: Cancer Careline (2004-2012)

DIRECTOR/ADMINISTRATOR: Tacoma Family Medicine (2001-2008)

- **Chief Operating Officer: Currently function as strategic chief leader for a 195 bed community hospital** providing acute, emergency, surgical, inpatient and outpatient services, inpatient rehabilitation and psychiatric care. Directed the transition of hospital teams and culture once hospital was acquire by MultiCare Health System.
- **Administrator-Cancer Careline: Directed the strategic development, expansion and operational oversight of the Cancer Careline with five outpatient facilities consisting of 17 physicians and 140+ multidiscipline staff.** Oversaw gross annual revenues of \$200+ million and contribution margins of more than \$25 million. Dedicated member of several high-level organizational committees including Performance Improvement, Performance Review, Financial Review, Leadership Council, Information Systems Oversight and Budget Coordination. Managed several acquisitions and integration projects.
- **Director/Administrator: Tacoma Family Medicine: Managed operations and administered budget for Outpatient Graduate Medical Education Programs** for 16 Faculty Physicians, 27 Residents and four Fellows in Family Medicine, OB/GYN and Podiatry including supervision of three teaching clinics and one OB/GYN clinic.

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(professional Experience Continued)

Position Highlights:

➤ **AUBURN MEDICAL CENTER:**

- **Instrumental in significantly stabilizing operations as the current Chief Operating Officer for Auburn Medical Center as result of reducing costs, achieving over 20% growth**, improving employee engagement scores and enhancing patient satisfaction scores.
- **Implemented a successful Joint Commission Accreditation Survey and a CMS Survey.**
- **Involved in reducing costs to among the lowest within the state while improving quality and increasing service scores.**
- **Executed full electronic medical record during first year of transition** significantly improving quality indicators.

➤ **CANCER CARELINE:**

- **Established a regional system of 5 successful clinics and expanded volumes by 90+% within five years** as result of developing, presenting, gaining approval of and implementing strategic investments in cancer services of \$60 million and coordinating the growth of services with new facilities and technologies.
- **Cultivated, executed and administered several successful programs;** designed and implemented cancer programs positively acknowledged by ACCC and earning the 2012 Innovation Award for Cancer Careline. Cancer programs were granted ACoS Accreditation in 2009 with highest commendations and were recognized by MultiCare President's Awards six times.
- **Key contributor to the expansion of the Cancer Careline Program** from one care site with three physicians and 500 patients annually to five care sites, 17 physicians and 2000 patients annually. Acquired ACOS accreditation with multiple commendations.

COMPANY TWO, City, State (1998-2001)

Consulting business providing service to 200+ health-care organizations throughout the United States.

DIRECTOR: CONSULTING/TRAINING/EDUCATION:

Functioned as Senior Consultant and Program Director for consulting business with a concentration on Strategic Planning, Managed Care Strategies, Program Development, Operational Efficiencies, Program Profitability and Computer Applications/Software for decision making. Prepared written action plans and implementation support.

Position Highlights:

- **Developed six White Papers which established the basis of a successful pilot program for Worker's Compensation reform** in Washington State for 2001.
- **Coordinated the development and implementation of a Statewide workers' compensation managed care network** which consisted of 33 hospitals and 3000+ medical providers.
- **Created a quarterly national professional publication** with more than 2,000 subscribers.
- **Functioned as dedicated contributor of multiple startup operations** including strategic development, market research and business planning. **Organized investors for development of a successful new managed care product in Ohio.**

COMPANY THREE, City, State (1995-1998)

Successful independent consulting business providing services to 50+ health-care systems over a three year period.

OWNER & PRINCIPLE

Provided independent consulting to multiple health-care systems focusing on Operational Turnarounds, Strategic Planning, Computer Applications and Business Planning. Assisted with implementation of strategic and operational initiatives as appropriate.

Position Highlights:

- **Established multi-million dollar financial turnarounds** for dozens of healthcare organizations by providing assessments/recommendations. Developed merger/acquisition feasibility studies for multiple organizations.

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Additional Experience Continued

Assistant Vice President for Company Name, City, State (1989-1995)

Adjunct Faculty Instructor for Company Name, City, State (1993-1997)
Taught Courses in Masters in Health Administration Program

Workers' Compensation Specialist for Company Name, City, State (1986-1989)

Claims Supervisor: Medical Claims Auditing for Company Name, City, State (1985-1986)

EDUCATION & CREDENTIALS

MASTER OF BUSINESS ADMINISTRATION DEGREE (M.B.A.): HEALTHCARE ADMINISTRATION
City University, Bellevue, WA

BACHELOR OF ARTS DEGREE (B.A.) IN BIOLOGY: CHEMISTRY & MUSIC
Linfield College, McMinnville, OR

CERTIFICATE IN ECOPSYCHOLOGY
Southwestern College, Santa Fe, MA

PUBLICATIONS

ACCC Oncology Issues, March 2010, Patient Navigation Model Programs

OCCUPATIONAL HEALTH SERVICES: A Guide to Program Planning and Management, AHA, 1989

OCCUPATIONAL HEALTH SERVICES: A Guide to Program Implementation, AHA, 1993

WORKERS' COMPENSATION MANAGED CARE, 1998

PROFESSIONAL ACTIVITIES

Presenter: ACCC National Conference: Leveraging Technology to Improve Patient Experiences (2012)

Presenter: ACoS National Conference: Patient Navigation (March 2012 & Sept. 2012)

Presenter: VHA Teleconference: Models for Patient Navigation (Sept. 2012)

Former Editor & Contributor: The OCCUPATIONAL HEALTH TRACKER Quarterly Newsletter

Speaker and Faculty Member: 16 National Health Care Conferences (1987-2001)

Principle Speaker: 31 Regional Conferences & Seminars (1995-2001)

Organized and Directed Two National and 16 Regional Conferences

Featured Guest: Three Health Care Related Talk Shows Aired on Public Television

COMMUNITY ACTIVITIES

Volunteer Coach: Leukemia & Lymphoma Society Team in Training (2007-Present)

Volunteer Adult Leader: Boy Scouts of America (2005-2011)

Volunteer Rider: Courage Classic Bicycle Tour (2006-2013)

Member: Board of Directors for South Sound CARE Foundation (2009-2011)

Member: Southwest College Board of Advisors (2011-2014)

