

HEALTHCARE EXECUTIVE

CLINICAL PROGRAM DEVELOPMENT + MARKET EXPANSION + PHYSICIAN RELATIONS

13+ years of success inspiring teams and boosting performance through people-focused hospital administration

Innovative healthcare executive with the ability to strengthen strategic planning and financial discipline while driving operational excellence, business growth, and exceptional clinical care across a matrixed environment. Engaging communicator and relationship builder with expertise in visionary leadership, organizational planning, capital project management, performance improvement, patient engagement, and increasing visibility for growth.

- Strategic Planning & Execution
- Budgeting & Fiscal Management
- Collaborative Leadership
- Health System Optimization
- Revenue & Growth Planning
- Mergers & Acquisitions
- Physician Engagement & Relations
- Large Scale Capital Management
- Clinical & Service Excellence

SELECT LEADERSHIP CONTRIBUTIONS

CAPITALIZE ON REVENUE-GENERATING OPPORTUNITIES

- ♦ Led Oncology Team (physicians and hospital leadership) in the development of **3-year and 5-year strategic plans**, driving a **34% volume increase and 44% bottom line growth** for one of the world's leading medical centers.
- ♦ Grew revenue from **\$350M to \$730M** by leading hospital and network expansions across the Austin Metro and establishing strategies to drive continued growth, improved quality care, and a top healthcare delivery system.

STRATEGIC PLANNING & EXECUTION

- ♦ Directed implementation of **strategic and annual operating plans** optimizing people, processes, and systems.
- ♦ Guided the strategic vision and program development to **improve market position** and meet community needs.

BUILD CULTURES & NURTURE TALENT

- ♦ Selected, developed, and led top teams **enabling a culture of diversity, inclusion, and long-term success**.
- ♦ Established a **united vision across all acute care sites** by developing a Regional Leadership Structure.

CAREER HIGHLIGHTS

SAMPLE COMPANY | Austin, TX | 2015-Present

Regional Vice President of Operations

Promoted to lead the expansion of XXX into the Austin market, successfully expanding into Round Rock, Lakeway, Taylor, Pflugerville, Buda, Oakhill, and Cedar Park. Provide leadership and direction across all five hospitals promoting a reputation for quality, innovation, and clinical excellence. Shape the strategic direction, control the budget, and lead thousands of staff across the market. Serve as Executive Sponsor for Regional Diversity & Inclusion Counsel. Lead XXXX System Radiology Department and Capital Planning. Hire 400+ physicians and 60+ leaders across tenure.

- ♦ **Accelerated strategic growth and operational performance for a \$323M capital project** leading design, development, and implementation of three new medical centers.
- ♦ **Directed acquisition and integration of XYZ Medical Center** achieving a sustainable and positive profit margin 2-years ahead of schedule.
- ♦ **Drove growth and performance improvement by delivering a collaborative approach** to plan, execute, and lead regional development for Orthopedic, Oncology, Cardiovascular, and Neurological Service lines.
- ♦ **Guided strategy and development of second Graduate Medical Education Program** in the Austin market, improving the market positioning and satisfying community needs.
- ♦ **Recognized as Top 50 Cardiovascular Hospitals** by Fortune/IBM Watson, "Top 100" Hospital by Truven, and Leap Frog A Rating.

SAMPLE COMPANY | Plano, TX | 2014-2015

Vice President of Operations

Defined and guided the strategic vision driving continued organizational growth, quality improvements, patient engagement, and physician relationship development. Built strategic programs based on market analysis.

- ◆ **Boosted efficiency, quality of care, physician recruitment and retention, and market competitiveness** by creating new clinical service lines including Oncology, Scoliosis, Bariatric, Neurosciences, and Behavioral Health.
- ◆ **Captured a five surgeon Neurosurgical group from the competition** by creating a competitive recruitment and development operating model.
- ◆ **Created and chaired Board of Trustee Community Advisory Council** and earned Malcolm Baldrige Award (2x).

SAMPLE COMPANY | Plano, TX | 2008-2014

Director of Oncology & Product Line Services, 2009-2014

Oversaw and influenced a leadership team (physicians and staff) in developing 3-year and 5-year strategic plans to maximize operational effectiveness and financial performance. Provided financial and operational oversight for the development of high quality, cost effective, and integrated clinical programs across the hospital.

- ◆ **Achieved national recognition serving as Co-Chair for the Malcolm Baldrige Initiative** which achieved the Quality Texas Award (2010) and received national site visits by Malcolm Baldrige Foundation (2012 & 2013).
- ◆ **Played a key role** in the hospital receiving American College of Surgeon's Commission on Cancer Accreditation for Community Hospital Comprehensive Cancer Program and National Accreditation for Breast Cancer Centers.
- ◆ **Built partnership with XYZ Cancer Research Center** which enabled onsite Phase I and II cancer trials.
- ◆ **Partnered with key leaders to develop new programs** that included Palliative Care, Behavioral Health, Genetic Clinic, Lung Mass Clinic, and Survivorship/Wellness Clinic.
- ◆ **Improved program visibility and success** by developing product line strategy around *Top Five Tumor Sites*.
- ◆ **Designed and implemented oncology care coordination program** which is a model across the health system.
- ◆ **Championed Outpatient Satisfaction Team** boosting score from 31st percentile to 95th percentile.
- ◆ **Managed 11 comprehensive pain management clinics across DFW**, partnered with leadership to develop a pain management strategy, and established a coordinated approach to service delivery across the health system.
- ◆ **Selected to serve on the inaugural XYZ Health Care System Diversity and Inclusion Council.**
- ◆ **Achieved Press Ganey Summit Award, Commission on Cancer Outstanding Achievement Award (3x), Quality Texas Award, and XYZ Quality Summit: Outpatient Satisfaction Team (2nd place).**

Administrative Resident, 2008-2009

Guided a team of clinicians, physicians, and staff in developing a hospital strategic plan for the oncology service line. Built and led a multi-disciplinary communications team in the implementation of electronic health record software.

- ◆ **Developed an operational improvement process** that led to a state application for Malcolm Baldrige Award.
- ◆ **Created a service excellence exchange program with an affiliate hospital** to share best practices.
- ◆ **Spearheaded philanthropic initiatives** including the United Way Campaign and American Heart Walk.
- ◆ **Introduced a green initiative to maximize resource utilization** and reduce waste.

EDUCATION & CREDENTIALS

Master of Health Administration | UNIVERSITY NAME | Richmond, VA

Bachelor of Arts in Economics | UNIVERSITY NAME | Athens, GA

XYZ Institute of Healthcare Research & Improvement, Accelerating Best Care XYZ – Rapid Cycle Improvement

Kaplan-Norton Master Class, Strategy Management & Execution

Board Member, XYZ Chamber of Commerce

American College of Health Care Executives