

TERESA
SAMPLE

San Jose, CA

XXXXXXXX@XX.com

641.351.9492

HEALTHCARE EXECUTIVE AND STRATEGIST

30+ YEARS OF DRIVING CLINICAL EXCELLENCE & COMMUNITY HEALTH OUTCOMES

Senior Healthcare Administrator driven by an unwavering commitment to elevating clinical outcomes and enriching community health through strategic leadership. Possessing a visionary approach, excel in steering organizations towards operational excellence, thereby significantly advancing patient care. Extensive background encompasses more than 30 years of comprehensive management experience, covering the full spectrum of healthcare administration, medical education, and clinical operations. *Areas of expertise include:*

Healthcare Administration
Continuous Improvement
Stakeholder Collaboration

Strategic Leadership
Quality Assurance
Policy Development

Patient Care
Team Management
Risk Management

Financial Management
Regulatory Compliance
Healthcare Operations

PROFESSIONAL EXPERIENCE & SELECTED CONTRIBUTIONS

SAMPLE COMPANY | Fremont, CA

2003 to Present

Currently overseeing a robust team comprising of six direct reports including an Executive Director, Regional Operations Director, and Patient Services Director, as well as ensuring the guidance and leadership of an 1100-member staff encompassing Registered Nurses, Medical Assistants, and Patient Service Representatives. An integral part of the Sutter Bay senior management team, established consolidated Bay Area foundation while managing \$1.5B+ in gross revenue.

SAMPLE FOUNDATION

Regional Operations Executive (2021 to Present)

Spearhead development and oversight of an integrated foundation across the Bay Area. In collaboration with the COO, plan, execute, monitor, and assess operational activities. Partner with leadership team, various service line leaders, and counterparts within Sutter Health to establish policies and procedures that guarantee exceptional, efficient, empathetic patient care.

- Entrusted with the leadership and oversight of specific geographic sectors to enhance patient satisfaction, deliver superior quality of care, and achieve financial targets, all while managing capital resources efficiently.
- Consistently adhere to lean operating principles that foster clear communication and strong collaboration among staff, physicians, and leadership within the Sutter Health Bay Area and overall Sutter Health network.
- Led SBMF's COVID-19 safety protocols, implementing comprehensive vaccination campaigns at major event venues and community healthcare facilities, and overseeing the establishment of COVID-19 testing sites.

SAMPLE MEDICAL FOUNDATION

Executive, Women's Health Service Line (2021) / Operational Executive, East Bay (2018 to 2021)

Steered administrative leadership for Primary Care, Medical, and Surgical services across Sutter East Bay Medical Group and Palo Alto Foundation Medical Group. Managed financial operations for multiple business segments, ensuring fiscal responsibility and strategic allocation of resources.

- Held P&L accountability, directing the financial performance of the service lines and implementing cost-saving measures where appropriate.
- Oversaw operational procedures for a workforce of 1,500+ personnel, enhancing efficiency and productivity.

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- Refined key financial management practices, including co-pay collection, comprehensive budgeting, variance analysis, and cost-effective procurement of medical equipment.
- Facilitated daily collaboration with physicians and healthcare staff to set and achieve productivity objectives, address staffing needs, and improve clinical operations.
- Implemented resolutions for patient complaints, improving patient satisfaction and service quality.
- Championed human resource management, policy updates, and procedural modifications to align with the evolving healthcare environment and regulatory standards.

SAMPLE Foundation

Vice President of Alameda Division – Oncology & Digestive Health Service Line (2018 to 2021)

Crafted and executed innovative strategic clinical delivery frameworks, operational improvements, and targeted growth initiatives. In addition, fostered more streamlined processes, heightened quality of patient care outcomes, and augmented visibility in the healthcare market.

- Orchestrated comprehensive integration of healthcare systems within various PAMF service zones, emphasizing maintenance of superior patient care as well as service delivery effectiveness.
- Collaborated with executive team, ensuring regional clinical operations were aligned with overarching organizational goals.
- Provided robust leadership and advisory support to interdisciplinary cadre of medical experts, cultivating organizational ethos rooted in clinical excellence and innovation in patient care practices.
- Took an active role in propelling forward the regional clinical initiatives and service line priorities, successfully meeting significant benchmarks for growth and programmatic expansion.

Director, Digestive Health, General Surgery, Bariatric Surgery, and Breast Health Service Line (2015 to 2016)

Co-led the strategic planning and launch of PAMF's inaugural gastroenterology and general surgery service line, elevating standard of care. Partnered closely with multidisciplinary team of leading physicians to define service line goals, optimize patient care protocols, and establish performance benchmarks. Spearheaded initiatives to integrate service operations, resulting in enhanced interdisciplinary communication and more seamless patient care experiences.

- Oversaw the development of quality improvement programs that led to the service line being recognized for its exceptional standard of care in digestive health and surgery.
- Directed implementation of comprehensive bariatric and breast health services, effectively expanding PAMF's surgical offerings.
- Managed financial and operational aspects of the service line, ensuring optimal resource allocation and profitability, while maintaining high-quality patient care standards.
- Facilitated community outreach and education to promote awareness and understanding of the importance of digestive health and the available surgical options at PAMF.
- Earned accreditation for the service line from relevant professional health organizations, thus endorsing the excellence of care provided.
- Cultivated a culture of continuous improvement and innovation, consistently monitoring emerging trends and technologies to keep PAMF at the forefront of advances in digestive and breast health care.

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Director, Medical and Surgical Specialties (2012 to 2015)

Director, Primary Care, Medical and Surgical Specialties (2009 to 2012)

Instrumental in leading the transformation of the Fremont Model Line in Primary Care to a Lean Management System, enhancing overall efficiency and productivity across multiple departments. Engaged in hands-on management through the Daily Engagement System by observing, coordinating, and guiding critical operations such as team huddles, workflow stand-ups, and clinic throughput enhancement.

- Successfully launched new services including Radiology Enhancement Facilities (REF), Maternal-Fetal Medicine (MFM), Infusion Therapy, Sleep Medicine, as well as expansions in Psychiatry, Behavioral Health, and facilities in Dublin.
- Facilitated daily interactions with physicians and staff to oversee practice operations, efficiently resolve patient grievances, and guide human resources strategies.
- Actively participated in setting annual productivity benchmarks and managing capital needs, ensuring the alignment of operating procedures with strategic goals.
- Monitored and analyzed monthly financial outcomes, comparing them to set budgets, and applied corrective measures as needed to maintain fiscal health.
- Championed key projects ensuring widespread adoption of MyHealthOnline across medical and surgical specialties and spearheaded charge capture initiatives to maximize revenue streams.
- Led the successful implementation of the Patient Profile Photo Upload feature into the Epic system upon the Chief Operating Officer's request, enhancing patient engagement tools.

ADDITIONAL EXPERIENCE

Operations Manager I SAMPLE COMPANY, Fremont
Operations Manager I SAMPLE COMPANY
Student Affairs Officer I SAMPLE COMPANY
Front Office Medical Assistant I SAMPLE COMPANY
Academic Affairs Coordinator/Office Supervisor I SAMPLE COMPANY
Residency Program Coordinator I SAMPLE COMPANY

PROFESSIONAL DEVELOPMENT

Bachelor of Science in Business Administration I California State University I Long Beach, CA
Graduate I Sutter Health Leadership Academy
Carol Emmott Fellowship's Class of 2024