

Name
Address
Home Number: Cell:
Email address

Profile of Qualifications: Senior Executive Leader possessing over 20 years of management experience. Recognized as a strategic business partner, strong leader, and effective change agent, possess' extensive experience with technology and innovation.

EMPLOYMENT HISTORY

XYZ HEALTHCARE System XYZ, CT

1998 - Present

Senior Vice President and COO: Chief Operations Executive for this 657 bed regional health system which includes three acute care hospitals, long term care facilities, home health and hospice agency and a critical access facility. Demonstrated leadership in insuring that operations run effectively and efficiently at the medical centers.

- Designed and implemented the first regional comprehensive cancer care center in the State of Connecticut.
- Lead the organization through a redesign process to improve the patient satisfaction scores from the 80th percentile to the 90th percentile.
- Developed patient flow, case management and productivity systems for medical center with outcomes achieved by reductions in length of stay, hours per patient day and wait times in emergency department.
- Developed, through process redesign, a positive bottom line with increased patient satisfaction and employee satisfaction (Awarded one of the best places to work in Connecticut).
- Administrative lead for the installation of a new PACS (Picture Archiving and Communication System), RIS (Radiology Information System), bed management system, Laboratory Information System and materials management system.
- Partnered with the orthopedic surgeons to create a strategic direction and secure services for the future.
- Lead the strategic planning group for women's diagnostic services.
- Developed and implemented a successful decentralized diagnostic strategy.
- Designated as chair of XYZ Medical Center's Senior Management Team.
- Designed and constructed two new emergency departments.

XYZ HEALTH System XYZ, CT

1996 - 1998

Vice President and COO: Chief Operations Executive responsible for the operations of the medical centers as well as community relations for the XYZ area.

- Designed and constructed two new surgical suites, a critical care unit, endoscopy suites and a cardiac catheterization Lab.
- Worked with cardiologists and large tertiary center to bring cardiologists and cardiac catheterization Lab to the medical centers.
- Developed and implemented multiple Master Facilities Strategic plans.
- Assisted in the operation of the patient access and revenue enhancement which lowered account receivable days from 80 to 41.
- Established a joint partnership with the local community college to create a radiology technologists program due to a shortage of radiology technologists.
- Developed a partnership with physician groups to bring MRI and PET/CT technology to the community.

- Integrated two separate cultures from a merger of ABC and XYZ Medical Center. Also was instrumental in merging support services for a home health company that merged with XYZ in 1997.

XYZ Healthcare

1993 - 1996

ABC Medical Center

Dartmouth, New Hampshire

Director of Engineering Services: Responsible for the maintenance, engineering and construction of facilities and plant systems. Developed and managed a system wide engineering department responsible for three hospitals and over 70 buildings.

- Automated engineering services by integrating 3D planning software and work order management system.
- Designed and implemented a plan to merge the coronary care unit and the intensive care unit.

XYZ Company

1989 - 1993

Wareham, Massachusetts

Technical Manager: Managed approximately 30 full time and contracted personnel. Duties included capital budget management, reengineering facility processes, scheduling, personnel allocation, estimating work scopes and personnel reviews. Promotion history is as follows: Staff II Engineer, Senior Staff Engineer, Senior Engineer, Lead Engineer and then Technical Manager.

ABC, Inc.

1986 - 1989

Ayer, Massachusetts

Supervisor of Nuclear Testing; Supervised approximately 35 full time personnel. Duties included supervising and executing initial testing of all nuclear systems during various stages of construction. Interfaced with union personnel to implement procedures. Completed extensive training program to allow signature acceptance for all nuclear tests. Promotion history is as follows: Associate Engineer, Engineer, Test engineer, and then supervisor of nuclear testing.

EDUCATION

MBA, XYZ University, Medford, Massachusetts (19XY)

BS, University of XYZ, Boston, Massachusetts (19XY)

PROFESSIONAL ASSOCIATIONS AND BOARDS

- American College of Healthcare Professionals
- Chamber of Commerce Board Member
- VHA regional CEO and COO Board