

PROFILE

Proven healthcare executive with over 25 years of management experience at nationally recognized academic medical centers, community health systems and federally qualified health centers. An innovative leader with expertise in implementing newly created departments and positions. A community advocate at ease in communicating and presenting to all levels of key stakeholders. Recognized leader in employee satisfaction, patient satisfaction and fiscal management. Certified in Healthcare Management and a Fellow of the American College of Healthcare Executives.

- Faculty Practice Primary Care Operations
- Lean/Six Sigma Black Belt
- Marketing and Public Relations Strategies
- Clinical Service Line Business Development
- Managed Care/Transplant Contracting
- Clinical and Administrative Staff Supervision

PROFESSIONAL EXPERIENCE

Practice Manager – Internal Medicine La Jolla – UC San Diego Health: January 2020 – Present

Oversee ambulatory operations for the largest faculty outpatient clinic at UC San Diego Health serving approximately 20,000 primary care patients in clinic space with 40 exam rooms, 26 providers, approximately 40 combined administrative and clinical staff and 36 Internal Medicine residents.

- Facilitated the merging of La Jolla Internal Medicine and Sorrento Valley Internal Medicine into the current clinic space in La Jolla.
- Facilitated opening new clinic space, Achieved 99% compliance with initial facility review with Healthy San Diego Health Plan Medical Managed Care Program.
- Achieved 97% Employee Engagement score on 2022 Annual Insight Survey.

Director of Operations - Neighborhood Healthcare: July 2016 to June 2019

Oversaw day-to-day regional operations for medical and dental health centers in San Diego and Riverside Counties. Accountable for quality and operational metrics for over 85,000 annual visits for primary care, behavioral health, dental services and specialty services including Chiropractic, Podiatry, Retinal and Prenatal care. Data-driven strategic decision making. Oversee approximately 150 employees and 21.5 million dollars in annual budgets. Serve as a member of the organization's leadership and operations senior management teams.

- Facilitated opening of new construction, 19 exam room health center; 100% compliance with initial facility review with Healthy San Diego Health Plan Medical Managed Care Program.
- Organizational co-lead with Medical Director of Informatics for the development and implementation of Lean Six Sigma and Kaizen Process Improvement Programs; Facilitate team of 6 Six Sigma Green Belts.
- Piloted regional call center for approximately 165,000 annual call volume for over 18,300 patients leading to organization's centralized scheduling unit for 600,000 annual call for 67,000 patients.

Director of Grants - Mental Health Systems, Inc.: December 2015 to May 2016

Oversaw approximately \$68 million in annual fund development for behavior health programs; lead day-to-day operations of the Grants Department. Served as a member of the organization's leadership team.

- Submitted 26 proposals for approximately 17 million dollars in annual funding; Awarded six out of eight proposals for over 3 million of annual funding in addition to cost-based reimbursement for multi-year awards.

Director of Fund Development - Mountain Health & Community Services, Inc.: May 2014 to Nov. 2015
Designed and implemented comprehensive strategies to develop donor contributions to the organization. Directed organization-wide marketing and public relations strategies.

- Designed first capital campaign (4M); planned inaugural fundraising luncheon with over 20 sponsors;
- Implemented organization-wide rebranding initiative; represented the organization on television and radio.

Manager, Hospital Performance Improvement - The Camden Group: July 2013 to January 2014
Manager for multiple health system consulting agreements for commercial bundled payment and shared savings assessment; orthopedics and cardiac clinical care redesign; cardio-thoracic physician co-management governance structure.

Manager/Director, Oncology Services - Scripps Green Hospital: October 2008 to July 2013
Oversaw strategic, clinical and operational success of oncology services with Green Cancer Center, Medical Director in a co-management organizational structure.

- Lead multi-disciplinary team to achieve Center of Excellence certification for the Blood and Marrow Transplant program from the California Department of Health Care Services/Medi-Cal Program; Lead multi-disciplinary team to achieve three-year accreditation with the National Accreditation Program for Breast Centers (NAPBC) achieving compliance in all 27 required standards.
- Best in Class (top 5% system-wide) Great Place To Work Survey: Awarded as a top performing management team member for outstanding department achievement in employee satisfaction, financial performance and patient satisfaction.
- Scripps Health Quality Award winner for Scripps Green Hospital for best evidence-based, quality improvement practices: Team Leader for Sepsis Co-Morbidity Operational Excellence Project.

Department Business Officer, Radiation Oncology – UC San Diego Health: February 2007 to May 2008
Oversaw strategic planning and business development, fiscal management and budget administration, clinical practice management, space planning and management, and sponsored research administration.

Contract Manager, Transplant Services – UC San Diego: June 2003 to January 2007
Oversaw global case rate contract negotiation and contract operations management, contract financial analysis and management, internal and external relations, and Centers of Excellence quality reporting with third party payors for Comprehensive Center for Transplantation.

Program Administrator - MedStar Research Institute: October 2002 to June 2003
Implemented a 5 year, 50 million dollar contract with the National Institutes of Health to provide professional and ancillary support services to conduct translational research and to maintain the clinical research program for the National Institute on Aging (NIA) Intramural Research Program.

Manager, Payor Relations - University Physicians, Inc.: February 2001 to September 2002
Represented the faculty practices of University of Maryland School of Medicine on day-to-day operations and relationships with third party and government payors on behalf of 20 clinical faculty practices comprised of over 800 clinicians and annual revenue in excess of 105 million dollars.

Sr. Contract Implementation Coordinator : 1999 to 2001
University of Maryland Medical Center - Office of Managed Care

Managed Care Analyst: 1997 to 1999
Johns Hopkins HealthCare, LLC. - Office of Managed Care

EDUCATION AND CREDENTIALS

- Lean Six Sigma Black Belt – UC San Diego Health
- ACHE Executive Program – Toshiba American Medical Systems, Inc. Full Scholarship
- Board Certified in Healthcare Management and a Fellow of ACHE
- M.P.H. Health Services Administration, San Diego State University, San Diego, CA
- B.S. Biological Sciences, University of California at Irvine, Irvine, CA

PROFESSIONAL AFFILIATIONS AND VOLUNTEER SERVICE

American Cancer Society

- 2008 to 2016 ~ San Diego Leadership Council
- 2013 ~ Special Recognition Award: Growth Events
- 2013 ~ San Diego Distinguished Events Golf and Gala Co-Chair
- 2011 to 2013 ~ State-wide Distinguished Events Team Co-Chair
- 2009 to 2011 ~ Chair, San Diego Leadership Council
- 2008 ~ Rising Star Award for San Diego County

American College of Healthcare Executives (ACHE)

San Diego Organization of Healthcare Leaders (SOHL)

- 2003 to 2019 ~ Chapter Board of Directors San Diego Organization of Healthcare Leaders
- 2015 to 2017 ~ Council of Regents (California - Southern)
- 2012 ~ ACHE Exemplary Service Award
- 2008 to 2009 ~ Chapter President of San Diego Organization of Healthcare Leaders
- 2005 to 2006 ~ Chapter President of San Diego Organization of Healthcare Leaders
- 2003 and 2007 ~ ACHE Regent's Award recipient
- 2001 to 2003 ~ Council of Regents (Maryland)
- 2000 to 2001 ~ Chapter President of the Maryland Association of Health Care Executives

San Diego State University - Graduate School of Public Health

- 2023 ~ Guest Lecturer
- 2010 to 2016 ~ Advisory Board Member

Mountain Health & Community Services, Inc.

- 2007 to 2014 ~ Board of Directors
- 2013 to 2014 ~ Board of Directors – Strategic Planning Committee Chair
- 2008 to 2014 ~ Board of Directors – Finance Committee Chair