

## ADMINISTRATOR

### Executive Profile

Accomplished Executive with demonstrated ability to deliver company oversight, committed to cost-effective management of resources and quality performance.

### Skill Highlights

Healthcare industry executive with over 20 years' experience including 16 years managing full service home healthcare facilities including profit and loss responsibility, clinical and operations management, quality improvement and control, personnel/employee relations, recruiting, customer service and business development. Strong leadership skills and experience in:

- Strategic Planning
- Team Building & Leadership
- Implementing Best Practices
- Contract Negotiations
- Human Resources
- Performance and Productivity Improvements
- Finance & Accounting/Profit and Loss Accountability
- Budgeting and Pricing
- Operational Management
- Time and Organizational Management
- Collaborative Problem-Solving

### Core Accomplishments

#### Professional Experience

Company Name City , State Administrator 01/2005 to 01/2015

- Develop and implement short and long term plans.
- Establish clear objectives.
- Coordinates the efforts of business success.
- Responsibilities include: Full P&L responsibility; Sales and market development; Financial status; Patient Care Delivery; Client Services; Strategic planning and profitability and accountable for all operations and programs.
- Successful business growth and development through marketing programs, consistently increasing agency census over the course of 9 years.
- Expanded Private Duty market through successful performance and productivity improvement; contract negotiations and reimbursement strategies, consistently increasing agency census from 31 to 240 in the course of 9 years.
- Prepared and analyzed weekly/monthly reports, identifying payer issues, maximizing reimbursement and improving operational efficiencies.
- Effectively established clear objectives and developed short and long term plans for business success.
- Cultivated strong relationships with area hospitals, vendors/suppliers and payer sources.
- Maintained high level of business standards through persistence and diligence; high ethics and Integrity.
- Led State and Federal Regulatory surveys.
- Improved and maintained efficiency in HR functions, billing management and clinical operations through effective communication and leadership abilities.

Company Name City , State Director of Healthcare Services 01/2004 to 01/2007

- Responsible for staff providing daily patient care and related office activities conducted in accordance with applicable law and regulation.
- Ensured effective and efficient delivery of all clinical services in accordance with agency standards and values through: clinical management, billing functions and management; regulatory compliance; staff supervision and training, documentation and Quality Assurance management.
- Maintained high quality of patient care through constant communication with staff, teaching skills when interacting with clients and staff, demonstrating excellent decision-making skills, and teaching plans that utilize principles of teaching and learning.
- Improved and maintained clinical management through persistence and diligence, holding staff accountable and leadership skills.
- Improved billing function as related to clinical operations by effective implementation of Best Practices and operational management.
- Maintained State and Federal regulatory compliance by way of staff supervision and training, documentation oversight, HR related items and effective communication among all stakeholders.

Company Name City , State Clinical Director/Branch Manager 01/2002 to 01/2004

- Leadership position in ensuring effective and efficient agency operations through: clinical management; billing functions and management; regulatory compliance; staff supervision/training; documentation management; HR functions operational decisions; effective communication among all stakeholders; and Medicare Conditions of Participation compliance.
- Improved methods of communication among all staff to ensure responsive coordination of care activities occurred.
- Maintained State and Federal regulatory compliance through: enforcing staff accountability, implementing processes and procedures established through Best Practices and operational management, leadership abilities and attention to detail.
- Influenced team spirit and motivation by way of interpersonal communication skills to ensure consistent quality standards of care was

delivered to all patients.

- Promoted positive work environment to meet company goals.

Company Name City , State Authorization Specialist 01/2001 to 01/2002

- Responsible for follow up of pre-certification/authorization payer requirements for multiple home healthcare agencies in a nationwide company.
- Ensured authorization for all planned care and home health visits was in place prior to service dates.
- Participated in the implementation and roll out of new processes of verification and authorization for home health agencies nationwide.
- Successful negotiations of visit bill rates with payer source/case managers as needed.
- Follow-ups with nationwide agencies regarding case management issues ranging from a 140 - 240 patient case load.
- Established ongoing relationships with agency and insurance case managers.

Company Name City , State Clinical Manager 01/2000 to 01/2001

- Responsible for direct patient care and directing a team of clinicians.
- Perform staff assignments, scheduling of patients and needs, performing monthly Pre-bill and UR audits, completing monthly infection control logs, proofing all staff paperwork, managing accurate and up to date charts, delegation to staff members, coordinating Team conference meetings, participating in on-call schedule, case managing a patient load of 45-50, collaboration of patient care.
- Implementation of Medicare PPS reimbursement policy.

Company Name City , State StaffRN 01/1998 to 01/2000

- Direct patient care in the home setting.
- Maintenance of a patient load of 7-10/day; participation in on-call scheduling and weekly Case Conference meetings; making appropriate allied health referrals; planning of patient care from start of care until discharge; providing a care plan and setting appropriate goals for patient needs; implementing care plan activities through acquired skills and patient teaching as indicated; providing support for other staff members and managers.
- Successfully established effective patient outcomes and quality care.

Company Name City , State StaffRN 01/1996 to 01/1998

- Responsible for direct patient care as directed by patient physicians.
- Promote and restore patient's health by collaborating with physician and multidisciplinary team members, providing support to patients, co-workers and supervising team members.

#### Education

Bachelor of Science : Healthcare Administration 2005 University of Phoenix , City , State Healthcare Administration

BS : Healthcare Administration Registered Nurse 1996 Northwest Mississippi Community College , City , State Healthcare Administration  
Registered Nurse

Diploma : Nursing - Registered Nurse Methodist Hospital School of Nursing , City , State Nursing - Registered Nurse  
Southwest Tennessee Community College , City , State Pre-requisite coursework working toward nursing degree

#### Skills

Accounting, agency, attention to detail, billing, Budgeting, business development, case management, charts, interpersonal communication, Contract Negotiations, Client, clients, customer service, decision-making, Delivery, directing, documentation, employee relations, Finance, Financial, home health, home healthcare, Human Resources, HR, infection control, insurance, Team Building, Leadership, leadership skills, law, regulatory compliance, managing, marketing, market, market development, meetings, office, negotiations, nursing, operations management, Organizational, Patient Care, Direct patient, personnel, Pricing, Problem-Solving, processes, profit and loss, proofing, quality, quality improvement, Quality Assurance, recruiting, Sales, scheduling, staff supervision, Strategic Planning, supervising, surveys, teaching

#### Additional Information

- Licenses \* Registered Nurse, State of Mississippi, 1998 Honors \* Graduated with Honors, University of Phoenix, Bachelors of Healthcare Administration