

LEANNE FOSTER

Dallas, Texas 12345
555.555.1234 (cell) ■ email@email.com

Core Strengths

- Multimillion-dollar Budgeting
- Strategic Business Planning
- Operations Management
- Regulatory Compliance
- Process Improvement
- Patient Relations
- Quality Control
- Negotiations
- Training

CLINICAL OPERATIONS DIRECTOR

Business-savvy clinical operations leader offering a track record of **maximizing revenue potential, optimizing processes, and reducing costs** without compromising quality of care and patient satisfaction.

Envision and implement strategic operational roadmaps, systems, and processes to enable **world-class healthcare facilities, award-winning medical programs, and patient-focused staff.**

Poised team leader dedicated to building a **collaborative work culture and inspiring staff to exceed performance expectations.**

“Leanne has proven to be a champion of positive, transformative change in our clinical operations. Whether working to minimize costs or expedite processes, she never loses sight of the main goal—delivering exceptional patient care.”

— Jack Jones, VP of Clinical Operations, University of USA Health System

FEATURED ACHIEVEMENTS

University of USA Health System’s clinical operations experienced excessive costs due to paper-based reporting and charts. Engaged with IT resources to evaluate and select a paperless medical records management solution (MediTouch).

- ❑ **Generated \$75K+ in annual cost savings by establishing digital reporting and medical charts.**

Productivity and morale among University of USA Health System’s clinical staff suffered due to unstructured performance evaluations. Implemented professional development plans with clearly defined performance goals and measurements to be reviewed by staff and respective managers every 6 months.

- ❑ **Augmented clinical operations productivity 25% and elevated staff morale substantially, leading to nearly perfect patient satisfaction scores on exit surveys.**

University of USA Health System faced a major increase in serious mental health crises yet lacked triage procedures to properly evaluate and treat patients in a timely manner. Formulated procedures for assessing and prioritizing patient cases.

- ❑ **Expedited patient wait times 50% and boosted satisfaction scores on mental health patient exit surveys to nearly 99% by initiating strategic case triaging.**

CAREER HISTORY

UNIVERSITY OF USA HEALTH SYSTEM ■ Texas

2000 – Present

DIRECTOR, CLINICAL QUALITY IMPROVEMENT (CQI) (2009 – PRESENT)

\$75K+ in Annual Cost Savings ■ 99% Patient Satisfaction ■ Award-winning Nursing Program

Oversee daily operations, promoting a collaborative practice and reporting structure for all CQI initiatives. Engage with executive leadership to design processes, procedures, and strategies to amplify efficiency and quality of patient care. Ensure that all initiatives comply with accrediting, regulatory, and institutional standards. Formulate and manage a \$7M annual budget. Drive the development and implementation of organization-wide training.

- ❑ **Saved \$75K+ annually** and eliminated major use of printed reports and medical charts sent to the State Healthcare Cost Containment Council by establishing electronic data management.
- ❑ **Bolstered patient satisfaction across the board from approximately 75% to 99%** over a 3-year period by implementing a staff performance recognition program and developing a new performance appraisal process.
- ❑ **Led the nursing program to earn the coveted Pinnacle Performance Award 4 consecutive years** by initiating nursing dashboards to monitor team performance and identify areas for improvement.

MANAGER, PATIENT REGISTRATION—PATIENT INFORMATION SYSTEMS (2005 – 2009)

75% Decrease in Delinquent Payments ■ 50% Reduction in Triage Registration Times

Led day-to-day programs and processes across 14 departments including Emergency Medicine, Labor & Delivery, and Oncology. Trained, developed, and oversaw 50+ staff. Tracked, monitored, and reported on registration triage times using the Emergency Medicine Tracking (EMTRAC) system. Remained abreast of and ensured compliance to HIPAA laws. Liaised with Billing and Accounts Receivable departments to ensure patient insurance and registration data accuracy.

- Lowered delinquent patient co-pay/deductible payments 57%** through implementation of a more rigid pre-service billing policy.
- Expedited medical triage registration times from 60 minutes to 20 minutes** by streamlining and digitizing patient registration paperwork.
- Synergized registration policies, procedures, and content management across departments** by rolling out a centralized information management system.

MANAGER, ACCOUNTS RECEIVABLE FOR PHYSICIAN BILLING OFFICE (2003 – 2005)

25% Increase in Cash Collections ■ Favorable Settlement of \$500K Insurance Payment

Drove the collection of patient payments and negotiated settlement of high-dollar receivables with insurance companies. Developed and controlled an annual budget of up to \$1.5M. Orchestrated meetings to review rejections, claims, payment posting issues, and revenue cycle improvement strategies. Directed month-end close and financial status reporting.

- Increased past-due cash collections 25% and maximized departmental revenue** by streamlining insurance paperwork, introducing more stringent payment due dates, and contracting with an outsourced collections agency.
- Played a major role in negotiating the settlement of a \$500K insurance payment** representing accounts over 365 days in accounts receivable.

TRAINER, PATIENT REGISTRATION (2000 – 2003)

100% Patient Registration Accuracy

Educated health system employees in the areas of insurance registration, charge entry, scheduling, and payment posting using the IDX Billing Accounts Receivable (BAR) system. Administered payroll, staff discipline, and training programs. Directed informational audits and resolved medical records duplications.

- Boosted registration accuracy rates from 79% to 100%** while serving thousands of patients and enhanced the quality of registration data throughout the health system by digitizing the registration process.

EDUCATION

Master of Science in Information Systems, USA University
Bachelor of Science in Healthcare Management, College of America

PROFESSIONAL DEVELOPMENT

- Six Sigma Approach to Quality Management in Healthcare Certificate, USA State University
- American Medicine Leadership Forum, University of USA, Smith School of Business
- The Advisory Board Organization, Nursing Leadership Academy
- National Association of Health Services Executives, Board Member

Technical Proficiencies

Business Objects/Crystal Reporting: Web Intelligence XI Report Design
Business Objects/Crystal Reporting: Web Intelligence XI Advance Report Design
Business Objects/Crystal Reporting: Web Intelligence XI Administrator