

SUMMARY

Demonstrated business leader with over 20 years of progressively more responsible experiences in Operations, Sales & Marketing, Managed Care, Physician Provider Relations and Provider Network development.

PROFESSIONAL EXPERIENCE

Kaiser Permanente: Marketing, Sales & Business Development – Honolulu, HI 2012 – Present
Director, Labor Accounts

- Develop and implement annual Strategic Account Management plan targeting business and membership growth serving local union health and welfare trust funds. Manage overall client relationships (union leaders and labor fund trustees), and actively engage clients and consultants in meetings and events which lead to increased membership and the sale of additional benefits into the accounts. Coordinate the development of customized benefit offerings with Product Development, Pricing, Regulatory, legal and other internal departments.

‘Ohana Health Plan: Health Plan Operations – Honolulu, HI 2011 – 2012
Chief Operating Officer

- Managed competitive Medicaid and Medicare insurance company. Growing QUEST Expanded Medicare and Senior Advantage membership on all islands of Hawaii. Overseeing customer service, claims processing, and provider contracting/relations..

HMA, Inc. / Summerlin: Third-Party Administration – Honolulu, HI 2003 – 2011
Vice President, General Manager

- Managed full service TPA and fully insured health plans (Commercial, Medicaid, and Medicare), including customer service, claims processing / adjustment, health services (medical management), and account management.

Health Unified, Inc.: Management Services Organization – Honolulu, HI 1998 – 2003
Queens Physician Group
Chief Operating Officer

- Reporting to physician board leadership, manage strategic health plan contracting, billing service administration, electronic medical records development and installation.
- Expand physician participation to create the largest statewide physician network.

Queen’s Health Systems – Honolulu, HI 1985 – 1998
Director, IPA / MSO Development: List Function or Dept Here (1994 – 1998)

- Build relations with all specialties of physicians statewide.
- Create physician affiliation and contracting within Queen’s provider network.
- Increase physician referrals into the Queen’s Health Systems.

Director, Primary Care Network: List Function or Dept Here (1993 – 1994)

- Develop largest statewide primary care network.
- Strengthen relations with primary care physicians with Queen’s specialist physicians.

Director, Housekeeping / Laundry: Queen’s Medical Center (1985 – 1993)

- Manage environmental services operation for Queen’s Medical Center.
- Lead the largest union-represented departments with over 700 employees.
- Coordinate 24-hour service and operations.

Kuakini Medical Center – Honolulu, HI 1982 - 1985

Director, Laundry, Security, Transportation

- *Manage 24-hour hospital transporter program.*
- *Manage environmental services operation for Kuakini Hospital*
- *Develop inhouse security program*

ABC Corporation – Waipahu, HI

1979 – 1983

Operations Manager

- *Manage Laundry Chemical Sales for hotels and hospitals.*

EDUCATION

Waseda University, Tokyo, Japan

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Japanese Language and International Economic Studies

University of Redlands, Redlands, CA

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*Bachelor of Science, With Distinction, Quantitative Decision Analysis (Operations Research),
Business, Management & Engineering*

ADDITIONAL INFORMATION

- **Community Affiliations:** Iolani Raider Boosters Club, Active supporter of Farrington High School Governors Football Team.
- **Skills:** Multi-lingual (Japanese / list languages) Trained in sales, account management, project management, excellent inter-personal relations, and proficiency in MS Office and other pc software applications.