

KRISTEN POLENZ MHA, MBA, CRA, RT(R) (CT)

GOV. MSG. NO. 731

Compassionate, goal driven, and accountable informatics and imaging leader with over 16 years of progressive experience in healthcare. Skilled in developing staff training, departmental budgets, managing day-to-day operations and facility-wide projects as well as strategic planning and community outreach. Demonstrated success with increasing patient satisfaction and employee engagement scores. Culturally competent in work with patients and colleagues in all ethnic groups, backgrounds, and levels of functional & computer literacy.

Skills and Competencies

<u>Management</u>	<u>Software</u>	<u>Radiological Equipment</u>
Team Leadership	MediTech 6.0, 5.64, and Magic	Toshiba Aquillon One, Aquillon 16
Timeline Development	CPSI/Evident	GE Lightspeed 64, Optima 660 CT
Deadline Management	Amicas/Merge PACS	Ziehm, GE, Siemens, Hologic C-Arms
Software go-live leadership	AGFA 6.3/6.5 Impax	Hologic & GE DEXA Scanners
Physician relations	AGFA 3.1/4.1 Talk	Siemens, GE, and Phillips X-Ray
Team development/Education	InteleRAD PACS	Carestream Digital X-Ray & CR
Productivity/budget management	Kronos Time & Attendance	Shimadzu X-Ray- RadSpeed
Aligning schedules with vendors	Microsoft Office Suite	Shimadzu, GE, and Siemens Fluoro
Third-party interface development	Vital Images Vitrea + web-based	AGFA, Canon, & Konica CR/DR

Adventist Health Castle

Director of Diagnostic Imaging

- Plan, direct and coordinate the operations of professional and technical staff in a manner conducive to maintenance of technical standards, efficiency and performance of a dynamic Imaging department.
- Responsible for the direction and budget management of 7 cost centers and 50+ FTE personnel at multiple locations.
- Act on behalf of the Medical Directors and physicians for facilitating patient care and employee concerns.
- Accountable for effective communication strategy, promoting a culture of two way communication, for physicians and staff.
- Optimize patient flow assuring exceptional customer service and patient satisfaction.
- Evaluate and negotiate purchasing terms with vendors for capital equipment purchases, services, and supplies.
- Effectively support, edit and create facility policies that support high quality, effective patient care.
- Ensure radiology services comply with regulatory requirements; maintain credentials, certifications and hospital operational accreditations including TJC regulations.

Kailua, HI

10/2016-present

Gunnison Valley Health

Director of Diagnostic Imaging

- Plan, direct and coordinate the operations of professional and technical staff in a manner conducive to maintenance of technical standards, efficiency and performance of a rural Imaging department.
- Responsible for the direction and budget management of 6 cost centers and 10 FTE personnel at two locations.
- Act on behalf of the Medical Directors and physicians for facilitating patient care and employee concerns.

Gunnison, CO

10/2014-10/2016

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- Accountable for effective communication strategy, promoting a culture of two-way communication, for physicians and staff.
- Optimize patient flow assuring exceptional customer service and patient satisfaction.
- Raised imaging patient satisfaction scores and employee engagement scores to exceed the 90th percentile in multiple areas by implementing Studer principles and tools.
- Evaluate and negotiate purchasing terms with vendors for capital equipment purchases, services, and supplies.
- Project management for new equipment purchases and installation as well as Ski Clinic acquisition.
- Effectively support, edit and create facility policies that support high quality, effective patient care.
- Work with other area hospitals on multiple projects including dose management software for CT, High Risk OB clinic, and sentinel node biopsies.
- Ensure radiology services comply with regulatory requirements; maintain credentials, certifications and hospital operational accreditations including TJC regulations.

Cobre Valley Regional Medical Center

Globe, AZ

MediTech 6.0 Core Team Member & ITS Team Lead

1/2013-8/2015

- Built ITS module including Imaging & Health Informatics Management.
- Built portions of EDM, PCS, PCM, SCH, and OM
- Facility AGFA IMPAX expert.
- Trained leads for all users of: ITS, Imaging, Respiratory Therapy and Physical Therapy modules.
- Developed training materials for all users at various levels of computer literacy & MediTech fluency.
- Developed and implemented training programs for MediTech modules prior to go-live.
- Provides outstanding team-work and training communication including:
 - Awareness of end-user workflow efficiency.
 - Serving as resource coordinator for physicians & staff facility-wide.
 - Trouble-shooting inter-module issues and planning module-builds to optimize connectivity.
 - Providing ongoing staff education.
 - Vendor and on-site communication to ensure PACS suite and Talk interface connectivity.
 - Communicating effectively with users to implement improvements for optimized efficiency.
 - Communicating with facility executives and MediTech staff to ensure project and team cohesion.
- Provided patient care in all areas of certification: CT, X-ray, DEXA, and OR, including night-shift call.

Imaging Manager/Informatics Coordinator

6/2009 - 1/2013

- Responsible for staffing, training, and budgeting duties.
- Administrator of PACS, responsible for Informatics infrastructure development (RIS, radiology reports, advanced workstations, AGFA IMPAX system).
- Developing, implementing, and tracking quality measures for facility-level reporting.
- Hiring, evaluating, and mentoring staff - including daily problem-solving and conflict resolution for team-optimization.
- Obtaining bids for equipment replacement and improvement, evaluating bids, and making recommendations to CFO and Finance Committee for purchasing decisions including capital expenditure justification through revenue-model forecasting.
- Coding and billing of department-wide procedures.
- Verifying accuracy of department staff's work to minimize payer denials and optimize reimbursement.
- Provided patient care in all areas of certification: CT, X-ray, DEXA, and OR, including night-shift call.

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Interim Director of Imaging Department

8/2008 - 6/2009

- Responsible for staffing, training, and budgeting duties.
- Managed staff for 6 departments to facility productivity standards while maintaining excellent standards of patient-care.
- Developed and implemented policies and procedures to maximize staff morale, staffing efficiency, and patient satisfaction.
- Tracked quality measures, implemented changes as needed, and reported on quality initiatives monthly at facility-wide meeting.
- Maintained departmental budgets for 6 departments and reported on variances, as needed, to monthly department-head meetings and to C-Suite executives.
- PACS Administrator, AGFA Impax System.
- New equipment justification, evaluation, and budgeting.
- Provided patient care in all areas of certification: CT, X-ray, DEXA, and OR, including night-shift call.

CT and General X-Ray technologist ARRT registered RT(R)(CT)

11/2004 - 8/2008

OTHER RECENT PROFESSIONAL EXPERIENCE

Kahuku Medical Center

Kahuku, HI

CT & General X-Ray Technologist

02/2017 - Present

- Perform general x-ray and CT duties
- Worked independently to ensure accurate, timely patient care.

Share Medical Center

Alva, OK

Clinical EMR Consultant

8/2014-4/2015

- Lead revision and optimization of hospital-wide EMR system.
- Work closely with all stakeholders including physicians, nurses, department directors, and administration.
- Keep facility needs and goals in mind at all times, work to maximize efficiency and user satisfaction.
- Ensure that Meaningful Use requirements are met.

Rehoboth McKinley Christian Health Care Services

Gallup, NM

CT & General X-Ray Technologist

1/2013 - 8/2013

- Facilitated CPOE implementation.
- Performed general x-ray, CT, DEXA, Fluoroscopy, and C-Arm duties.
- Worked independently to ensure accurate, timely patient care.
- Assisted with MediTech 5.64 troubleshooting and work-flow optimization.

Education

La Sierra University

Master of Business Administration

Ohio University

Master of Healthcare Administration

Ottawa University

Bachelor of Arts - Healthcare Management

Apollo College (Carrington College)

AA - Applied Science: Radiologic Technology

University of Idaho

Honors Program - credits toward future academic goals

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Certifications

RT (R) (CT) | BLS | Rural Trauma Team

PACS Administrator-AGFA

MEDITECH OM|OE|CWS|ITS

Affiliations

AHRA member 2015-present

AHRA Education Foundation Volunteer 2016-present

ASRT member 2004-present

HSRT member 2016-present

Central Arizona College Radiologic Technology program guest speaker 2008-2012

Gila County Fair Committee 1998-2016 Chairman, Entries and Awards 2010-2016

Gunnison Arts Center Board Member 2016
