

Objective: *To obtain an advanced leadership position in healthcare*

Healthcare Operations Director: Highly organized, resourceful, and accomplished administrative and clinical professional with extensive experience in directing radiology business, provider clinic and rural health clinic operations and hospital operations. Adept at assessing organizational challenges, creating solutions, and motivating staff. Record of delivering projects on time and under budget.

Key Skills:

- ❖ Operations Management
- ❖ Office Administration
- ❖ Capital Equipment Planning
- ❖ Customer Service Development
- ❖ Project Management
- ❖ Staff Training and Development
- ❖ Problem Identification and Resolution
- ❖ Provider Clinic Operations
- ❖ Provider Recruitment
- ❖ Rural Health Clinic Operations
- ❖ Service line expansion
- ❖ Budget Development and Administration
- ❖ Lean Daily Management
- ❖ Compliance and Safety Management
- ❖ Multi-modality Clinical Radiology Management

Education

Western Governor's University
Master of Arts in Healthcare Leadership

National Association of Rural Health Clinics
Rural Health Clinic Professional Certificate

Ottawa University
Bachelor of Arts in Healthcare Management

Belmont University
Bachelor of Science in Radiologic Technology

Keith Mauney & Associates Ultrasound Program Certificate

Wadley Regional Medical Center School of Radiologic Technology
Certificate

Texarkana College
General studies

University of Texas at Austin
General studies

Professional Experience

2016 to present

East Hawaii Region, Hawaii Health Systems Corporation

Hilo Medical Center

Ka'u Rural Health Clinic

EHC Puna Community Medical Center

East Hawaii Health Clinic at Kea'au

1190 Waiianuenue Ave.

Hilo, HI 96720

**Regional Imaging Administrator, Executive Director of Cardiology Services & Regional Practice
Administrator of Rural Health Clinics**

Duties: Directs and coordinates activities of the diagnostic imaging department for three campuses totaling 350 beds. There are 92 FTEs and the annual departmental volume is 1000,000 studies. Oversees staff in competency and operation of fluoroscopy, interventional procedures, radiography, CT, MRI, Nuclear Medicine, Ultrasound, mammography, and cardiac cath lab. Evaluates accuracy and quality of images and provides technical and clinical assistance to staff. Demonstrates new techniques, equipment, and procedures to staff. Maintains ACR accreditation for all modalities. Maintains state and federal regulatory status and requirements. Implements and monitors radiation safety measures to ensure safety of patients and staff and compliance with regulatory requirements. Ensures operational efficiencies required for compliance with Joint Commission standards. Manages all capital equipment needs for Imaging Services, Cardiology Services and Rural Health Clinics. Provides project management for Imaging Services, Cardiology Services and Rural Health Clinics. Manages operational needs of HMC Cardiology services including interventional cardiology service lines. Coordinates provider credentialing and enrollment for Cardiology Services and Rural Health Clinics and oversees revenue cycle efficiency. Manages operations for all provider-based rural health clinics in the region to include growth and development of new clinics. Manages staff recruitment for Rural Health Clinics. Reviews work schedules and assigns duties to workers to maintain patient flow and achieve productivity goals. Maintains federal RHC licensure requirements. Works with community advisory boards to provide needed health care to underserved communities. Establishes and improves physician relations.

2015 to 2016

The Imaging Centers at Wolf River

7600 Wolf River Blvd, Suite 100

Germantown, TN 38016

Administrator & Radiation Safety Officer

Duties: Directs and coordinates activities of free-standing outpatient imaging centers. There are 22 FTEs and the annual volume is 50,000 studies per center. Reviews work schedules and assigns duties to workers to maintain patient flow and achieve production goals. Oversees staff in competency and operation of fluoroscopy, interventional procedures, radiography, CT, MRI and Ultrasound. Evaluates accuracy and quality of images and provides technical and clinical assistance to staff. Demonstrates new techniques, equipment, and procedures to staff. Maintains ACR accreditation for all modalities. Maintains state and federal regulatory status and requirements. Provide market data for growth of additional centers. Works with tertiary hospital system to establish clear care patterns for communities. Establishes and improves physician relations. Implements and monitors radiation safety measures to ensure safety of patients and staff and compliance with regulatory requirements.

2010 to 2015

**Paris Regional Medical Center
865 DeShong Drive
Paris, Texas**

Director of Radiology & Radiation Safety Officer

***Duties:** Directs and coordinates activities of the diagnostic imaging department for two campuses totaling 360 beds. There are 62 FTEs and the annual departmental volume is 60,000 studies. Reviews work schedules and assigns duties to workers to maintain patient flow and achieve production goals. Oversees staff in competency and operation of fluoroscopy, interventional procedures, radiography, CT, MRI, Nuclear Medicine, Ultrasound, mammography, and DEXA. Evaluate accuracy and quality of images and provides technical and clinical assistance to staff. Demonstrates new techniques, equipment, and procedures to staff. Maintains ACR accreditation for all modalities. Maintains state and federal regulatory status and requirements. Establish and improve physician relations. Implements and monitors radiation safety measures to ensure safety of patients and staff and compliance with regulatory requirements.*

2006 to 2010

**McCurtain Memorial Hospital
Idabel, Oklahoma
PACS Administrator/Chief Technologist**

Implemented conversion of department to 100% digital imaging. Implemented PACS. Managed CPOE implementation and physician training facility wide.

2006 to 2012

**Paris Junior College
Paris, Texas**

Radiologic Technology Program Didactic Instructor

Taught Patient Care, Radiographic Technique, Radiation Physics, and Capstone courses

Achieved 100% registry exam pass rate during tenure

1998 to 2006

**Choctaw Memorial Hospital
Hugo, Oklahoma
Chief Technologist**

Directs and coordinates activities of the diagnostic imaging department including staffing, equipment, and regulatory requirements. Managed 20 FTEs and coordinated capital expenditures.

1997 to 1998

**Pushmataha Hospital
Antler, Oklahoma
Staff Technologist**

1996 to 1997

**Texoma Medical Center
Denison, Texas
Staff Technologist**

1994 to 1996

Atoka Memorial Hospital
Atoka, Oklahoma
Staff Technologist

1995 to 1994

DeQueen Regional Medical Center
DeQueen, Arkansas
Staff Technologist

Volunteer Experience

Neighborhood Place of Puna
Treasurer
Board of Directors
Keaau, HI
2018 to present

Puna Community Medical Center
Board of Directors
Pahoa, HI
2015 to 2018

Live Beyond
Nashville, Tennessee
Haiti Medical Mission work
2013 to present

Paris Historic Preservation Commission
Paris, Texas
Commissioner 2012 to 2015