

SUMMARY

An experienced healthcare professional with success in leading multiple teams and executing key strategic and innovative initiatives. A collaborative and servant leadership style with a record of developing employees and creating an environment of cohesion. Adaptable to new challenges with an on-going desire for continuous learning and professional growth.

PROFESSIONAL EXPERIENCE**THE QUEEN'S MEDICAL CENTER, Ewa Beach, HI****2013-present*****Director, Administrative Services (2019 – present)***

Provides strategic leadership and direction in the development and implementation of innovative initiatives related to medical staff services, physician relations, patient relations, volunteer services, special events, project management, chaplain services, community relations, and health and wellness initiatives. Responsible for administrative n-call coverage of hospital operations and serves as the Liaison Officer in the hospital incident command structure.

- Successful execution of the planning and development of a new Orthopedic Clinic practice transition, which expanded outpatient specialty services to address community healthcare needs and grown volume and revenue.
- Successful implementation and plan development for an Enterprise Contact Center to increase access and improve patient experience.
- Successful participation in the COVID-19 leadership response initiative, leading the communication efforts and active participant in the core leadership team to execute the mass vaccination clinic on campus.

Manager, Administrative Services (2014 – 2019)

Responsible for the development and implementation of programs, services, and activities related to medical staff support, patient relations, volunteer program, special events, and project management and oversight of five direct reports.

- Successful development and execution of a new Family After Hours Clinic, which strategically enabled the organization to increase partnerships with community physicians, expand outpatient services to increase market share, improve the access, establish on-campus pediatric expertise, and created additional capacity in the Emergency Department for true emergent care.
- Led and implemented an organizational health and wellness initiative, achieving official worksite certification through the nationally recognized Blue Zones Project, founded by National Geographic Fellow, Dan Buettner, which resulted in our organization becoming the 2nd medical center in the nation to receive this distinct recognition of being a pillar for health and wellness.
- Developed and implemented new departmental processes and workflows for Patient Relations complaints & grievances, patient and family advisory forums and Medical Staff Services physician orientation.
- Established community partnerships and developed programs with multiple educational institutions to provide learning opportunities for students through site-visits, tours, career fairs and volunteer opportunities.

Coordinator, SVP & COO (2013-2014)

Responsible for all administrative functions under the SVP & COO and supervision of four administrative support staff.

MARISA ADARO

- Successful coordination and execution of all planning activities and logistics to implement the development of a new 80 bed community hospital.
- Established strategic community outreach plan with key community stakeholders, including long-standing community physicians, government officials, neighborhood boards, rotary clubs, and other vital businesses and influential organizations within the community.

KAISER PERMANENTE, Honolulu, HI

2009 – 2012

Coordinator, Quality, Safety & Service Division (2010 - 2012)

Responsible for all administrative functions of the division and supervision of three administrative support staff. The division included multiple departments including Quality, Workplace Safety, Patient Safety, and Service.

- Successfully led the planning and execution of Patient Safety University, an educational conference for 200+ leaders
- Facilitated annual virtual National Quality Conference for Hawaii Region

Senior Management Assistant, Patient Financial Services & Revenue Cycle (2009-2010)

Employed as administrative support to the entire leadership team of the PFS & Revenue Cycle departments (4 leaders).

- Successfully coordinated registration and logistics for the Revenue Cycle summit, a conference for approximately 200+ leaders throughout the organization statewide.
- Maintained 100% compliance for The Sarbanes-Oxley Act (SOX) audits by tracking for timely review & sign-off.

ST. FRANCIS HEALTHCARE SYSTEM OF HAWAII, Honolulu, HI

2004 – 2008

Administrative Secretary, Chief Operating Officer & Health Information Management

Served in multiple administrative support roles serving the COO and Director of HIM.

- Successful project completion to identify and revise all medical record forms in compliance with The Joint Commission's *Do Not Use Abbreviation List*.
- Reduced waste and expenses by analyzing usage and consolidating and managing orders for supplies, equipment and services for three departments.

EDUCATION/CERTIFICATIONS

Master of Health Administration

Central Michigan University, Mount Pleasant, MI

Bachelor of Science, Healthcare Administration

University of Nevada, Las Vegas, Las Vegas, NV

PROFESSIONAL/COMMUNITY AFFILIATIONS

American College of Healthcare Executives, Member

Kapolei Chamber of Commerce, Member

AWARDS

The Queen's Health Systems, Manager of Excellence Award, 2019