



REBECCA ROBLES, MBA, MSN, RN

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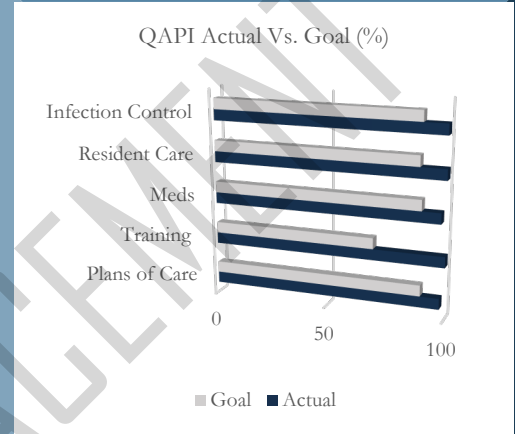


EXECUTIVE HEALTHCARE DIRECTOR

Executive Healthcare Director with a history of directing healthcare and business operations at premier medical facilities. Builds, leads, and empowers healthcare teams, surpasses goals (*patient satisfaction, quality, compliance, infection control, training, accuracy, plans of care, and service delivery*), leads audits/investigations, adheres to regulatory standards, designs organizational policies/procedures, formulates strategic solutions to emerging business, clinical, and healthcare issues, and fosters cultures of synergy, respect, excellence, and professional integrity.

CAREER ACHIEVEMENTS

- Achieved Zero Negative Rankings for Patient Satisfaction, Staff Misconduct, and Medication Errors.
- Achieved 98% Compliance in Plans of Care, Goal: 90%.
- Achieved 100% in PAS/LHHS Staff Training, Goal: 70%.
- Achieved 98% in Medication Assessments, Goal: 90%.
- Achieved 100% in Resident Care Audits, Goal: 89%.
- Achieved 100% in Infection Control, Goal: 90%.



KEY STRENGTHS

Executive Healthcare Administrative Leadership | QAPI Audits | Drives Patient Satisfaction | Policy & Procedure Development
HIPAA | Marketing | Servant Leader | Talent Management | New Program Development | Financial Oversight | Budgeting
Government/CMA Compliance | Infection Control | Training/Professional Development | Business Law | Data Analysis
Project Management | Strategic Planning | Defines KPIs | Organizational Behavior | Change Management | Negotiation

CAREER HISTORY

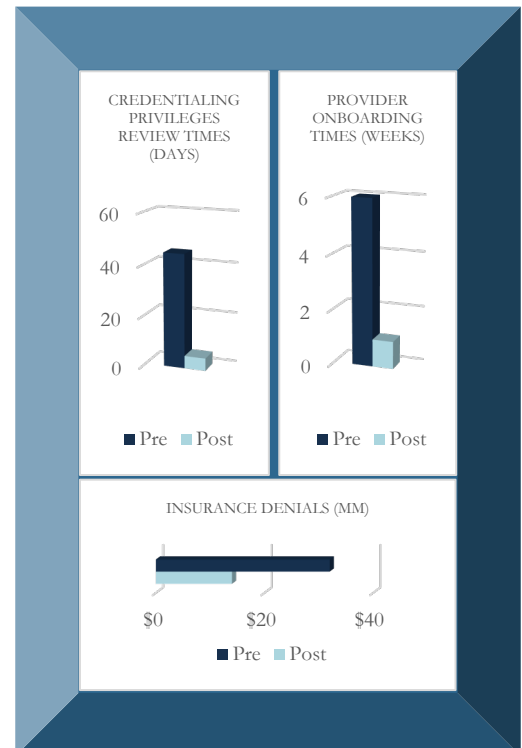
DIRECTOR OF OUTPATIENT SERVICES

RENALDO HEALTHCARE, INC.: Denver, CO

Directed business operations (*patient flows, provider template utilizations, no-show rates, patient experience metrics, revenue captures, and charge reconciliations*) for a \$519MM outpatient services area with 14 geographically dispersed centers, 2.7MM annual patient visits, and 56,000 annual new patients while engineering strategies to drive revenue growth and profitability, increase patient satisfaction rates, and maximize the use of organizational resources.

- **Directed the \$44MM Project to Design, Construct, Commission, and Open a New State-of-the-Art Outpatient Center**, forecasted to host 287,000 surgical operations annually and add 80+ FTE (*full-time equivalents*).
- **Designed and Implemented Best Practices, Automations, Standardizations, and Improvements that Captured Time Savings in Recruiting, Onboarding, and Credentialing.** *Milestones:*
 - Reduced Application Processing Times by 77.8% (*from nine weeks to two weeks*).
 - Improved Provider Credentialing Privileges Review Times by 88.9% (*from 45 days to five days*).
 - Decreased Provider Onboarding Timelines by 83.3% (*from six weeks to one week*).
- **Slashed Employee Attrition Rates from 28% to 4.1% While Surging Internal Promotion Rates from 0% to 35%** through the introduction of a shared governance structure.
- **Resolved \$18MM in Insurance Denials (56.3%),** from \$32MM to \$14MM, in 14 months.
- **Captured \$2.6MM in Annual Medical Cost Savings** by piloting the initiative to consolidate purchases through five major suppliers and capitalize on tier-one pricing discounts.

1/2016 – Present





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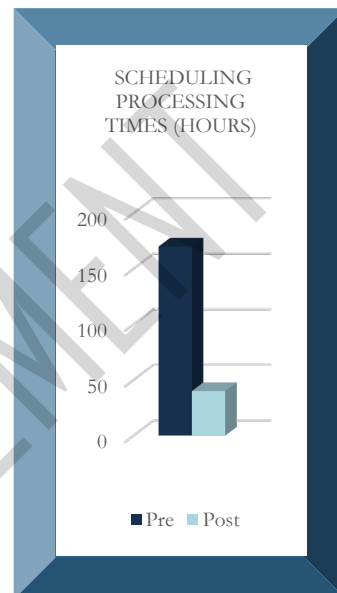
MANAGER OF BUSINESS SERVICES: CARDIAC CATH LAB

7/2012 -12/2016

COLE HOSPITAL SYSTEM: Colorado Springs, CO

Oversaw clinical/business initiatives, including budgeting, invoicing/billing, compliance (CMS/QAPI/TJC/HIPAA), nursing services, facilities management, procurement, staffing, human resources (HR), and employee relations, across the \$18MM business segment providing a myriad of cardiovascular services, including CABG, cardiac valves, ASD/PFO closures, ablations, and aortic repairs/dissections.

- **Led the Operation to Achieve 99.7% Patient Rights Compliance with The Joint Commission (TJC)**, surpassing the 95% benchmark.
- **Designed Solutions for the Lab to Sustain Ongoing Operations Throughout a 14.7% Increase in Cardiovascular Patient Services.** *Milestones.*
 - Standardized Activities to Reduce Scheduling Processing Times by 76.4%, from 170 to 40 hours.
 - Steered the Department's Consolidation of Three Billing, Scheduling, and Patient Data Documentation Software Platforms into a Single Electronic Medical Record (EMR) System, reducing redundant operations for the floor staff.
 - Automated Messaging Processes Between the Department and Allied Healthcare Teams to capture an 83.3% time savings in the activity, from an average of five minutes to thirty seconds.
 - Transitioned 8-Hour Shift Schedules to 12-Hour Shift Schedules, ultimately expanding the applicant base, attracting high levels of top talent, and reducing the time to fill job vacancies.
- **Steered the Initiative to Identify and Resolve \$10MM in Denial Issues** (*due to eligibility, registration, authorization, and coding issues*), **Capture \$1MM in Cost Savings** (11%), and **Improve Operating Incomes** as the co-leader of the division denials workgroup.
- **Consistently Led the Department to Pass 100% of CMS/QAPI Compliance Audits.** Benchmarks included infection control, privacy, medication assessments, care planning, patient satisfaction, adverse outcomes, service delivery promptness, policy reviews/updates, audits, and staff performance.



NURSE MANAGER: SURGICAL OPERATIONS

9/2009 – 6/2012

UNIVERSAL HEALTHCARE HOSPITAL SYSTEM: Salt Lake City, UT

Managed daily work activities while fostering interdepartmental collaboration and synergy, defining/measuring key performance indicators (KPI), facilitating coaching/training/professional development, tracking accreditation expirations, implementing corporate policies at the department level, and designing solutions to maximize patient safety, outcomes, and satisfaction.

- **Increased Average Press Ganey Scores by 30.1%**, from an average of 66.8 to 88.9, in 24 months (2013 – 2015) by leading a cross-functional healthcare team to deliver unparalleled patient experiences, promoting a culture of professional accountability and compassion, fostering positive patient interactions, and performing walkthroughs and patient visits.
- **Captured a 74.1% Reduction in Department Overtime Hours** while ensuring optimal floor coverage and adhering to employment laws/regulations through a complete overhaul of the scheduling process.
- **Slashed Annual Documentation Issues by 92.7%**, from 246 to 18, through the deployment of the Epic electronic medical records (EMR) refresher training course throughout the department.



NURSE LEVEL IV: GENERAL SURGERY

3/2003 – 8/2009

SKYRIM HEALTHCARE CENTER: Phoenix, AZ

Provided quality and compassionate care to patients with a myriad of chronic and acute healthcare conditions following their surgeries while adhering to evidence-based practices. Conducted patient assessments, developed care plans, monitored vital signs, provided emergency response, and collaborated with allied and ancillary healthcare professionals to optimize patient outcomes.

- **Selected as the Backup Nurse Manager** due to leadership skills, team respect, and commitment to excellence.
- **Gained a Series of Rapid Promotions** (*from Nurse Level I to Nurse Level IV*) throughout the tenure.

EDUCATION | CERTIFICATIONS

MASTER OF SCIENCE IN NURSING (MSN): University of Colorado, Anschutz Medical Campus

MASTER OF BUSINESS ADMINISTRATION (MBA), HEALTHCARE MANAGEMENT: Texas A&M University

REGISTERED NURSE (RN): Licensed to Practice in Multiple States as Part of the Nurse Licensure Compact (NLC)

“Rebecca’s Efforts Have Had a Profound Effect on Our Profitability, Patient Outcomes, and Reputation.” – Sam XX, MD