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C-LEVEL LEAN SIGMA-TRAINED HEALTH CARE EXECUTIVE

- *Lean/6 Sigma Orange Belt*
 - *Operations Management*
 - *Large-Scale Project Leadership*
 - *Change Management*
 - *Productivity & Performance Gains*
 - *Process Improvement*
 - *Regulatory & Legal Compliance*
 - *Clinical Programs & Services*
 - *Patient Satisfaction & Retention*
 - *Business Development*
 - *Risk & Financial Management*
 - *Talent Development*
 - *Cross-Functional Team Leadership & Training*
 - *Medical Staff Relations*
 - *Human Resources Management*
- ◆ **Value-driven health care delivery systems executive** with a proven record of quality, expertise, and achievement in creating and developing new efficiency strategies and quality control process improvement plans that resulted in improved patient outcomes, explosive growth, and financial performance gains.
 - ◆ **Visionary leader for change and continuous process improvement** in organizational productivity through the development and implementation of lean strategies that facilitate lasting and positive change.
 - ◆ **Interact extensively with C-level executives**, managers, and physicians regarding operations, productivity, and performance gains; openly promote a winning attitude and foster transparent accountability while consistently exceeding performance goals and expectations.
 - ◆ **Broad operations management experience** spanning almost 15 years with strong knowledge of financial analysis, budgeting, and development of cost-reduction initiatives.
 - ◆ **Tenacity and creativity in problem solving** with a proven record of innovating profitable solutions to challenging business problems; able to bring order and efficiency to chaotic health care environments.
 - ◆ **Recognized for the ability to translate corporate vision** and mission into division-level strategies that met and exceeded financial and organizational targets, as well as maximized asset utilization.
 - ◆ **Team-focused executive**, achieving first-class results by instilling a culture of excellence, developing and retaining top talent, launching performance-based incentive programs, and inspiring unity toward a common goal.
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PROFESSIONAL EXPERIENCE

Health Physicians, HLLC, Yukon, OR

2007 to Present

Vice President of Quality & Integration (September 2011 - present) - Promoted to this executive operational role to work under the direction of the President/CEO of the Physician Practices Division of Yukon Valley Health Hospital, and develop, implement, coordinate, and oversee system-wide quality improvements and clinical integration efforts in order to maximize the use of existing resources.

- Deliver enterprise-wide integrated quality solutions by facilitating and/or serving on various enterprise-wide cross-functional teams charged with developing systems, processes, and strategies that improve health outcomes, improve the patient experience, decrease costs of care delivery, and allow for the gathering of data related to overall outcomes and resource utilization.
- Report directly to the CEO of Health Physicians; implement health care best practices while being creative, innovative, and flexible; set and achieve bold goals and constantly look for system-wide clinical improvements; help define quality metrics to ensure target goals are met and integrate new products and services to help lower costs.
- Serve as Administrative Chairperson of the “Coordinated Improvement Program” and as an organizational champion for continuous innovation; deliver the best in health care by working with all levels of staff as a team, sharing unique talents, perspectives, ideas, and efforts to achieve company vision.
- Ensure physician alignment by helping to recruit and retain doctors that meet the needs of the community and who supportive of corporate values; actively promote an atmosphere of innovation that provides an exceptional patient experience as well as making efficient use of valuable physician resources through maximizing the appropriate use of non-physician team members.

PROFESSIONAL EXPERIENCE CONTINUED ...

Vice President of Quality & Integration at Health Physicians, HLLC - Manage a leadership team of up to six directors and managers while creating an environment where individual and organizational goals are achieved.

- Spearhead efforts to create market share by working with large self-insured local employers in providing medical services for their employees.
- Facilitate the design of workflows and other processes that promote additional integration by and between various organizational entities while achieving budgetary compliance, and accurately reporting on variances and the development of correction plans.
- Provide operational perspective in support of enterprise contracting strategies and serve as the organizational expert on both clinical and systems of care integration by identifying successful models that could be employed by HP.

Executive Director, Primary Care Services (April 2010 - September 2012) – Started the Coordinated Improvement Program—attaining state recognition—and provided senior management oversight to 7 primary care clinics (clinical, ancillary, and support services operations of this family practice clinic) and inpatient hospitalist programs totaling 50 physicians and the outpatient lab.

- Improved financial bottom line by 30% after taking over the primary care division; developed and maintained strong working relationships with medical staff and oversight for quality initiatives and outcomes.
- Supported the strategic direction, business principles, shared values and behavioral standards, policies, procedures, and code of conduct in all business and professional relationships.
- Collaborated with hospital Executive Management and Physician Leaders to determine the vision and strategy for the Primary Care service line; prepared Primary Care for pending “Accountable Care Organization” designation.
- Provided administrative direction for the Health Physicians, HLLC state-sanctioned Coordinated Improvement Program and served as administrative representative to the corporate Leadership Council.
- Directed physician recruitment and contracting (including compensation), provided direction and oversight to Clinic Administrators and Managers, prepared annual budgets, exercised operational oversight, and mentored direct reports.
- Provided oversight of organizational innovation strategies and served as a member of various committees including operations, technology, *Above and Beyond*, Yukon Valley Health Hospital quality, and more.
- Developed programs to ensure patient satisfaction was in line with expectations and shared values, as well as development of a constructive culture of improvement with a patient-centric focus to ensure consistency throughout the organization.
- Oversaw management of the physical plant and hospital grounds and the QI program to identify risk and risk prevention while ensuring compliance with DOH regulations.

Health Physicians, HLLC, Yukon, OR**2007 to 2010**

Practice Administrator for Health Practice Management Medical Associates of Yukon - Oversaw the daily operations of various outpatient clinics and departments including Family Practice, General Surgery, Neurosurgery, Plastic Surgery, Internal Medicine; participated in physician recruitment and facilitated quality improvement projects.

- Hired, trained, and performed disciplinary action and terminations for all levels of employees, counseling staff as necessary in order to fulfill the mission of the clinics.
- Developed and administered fiscal year budgets and negotiated budgets and contracts with vendors; marketed clinics to the community for increased market share; served on the Physician Practices Steering Committee.

PROFESSIONAL EXPERIENCE CONTINUED ...

Mighty Medical Group P.S., Hilltop, CA**2004 to 2007**

Department Manager – Recruited physicians to serve as needed and oversaw the daily operations of multiple departments including Cardiology, Clinical Research Department, Pulmonology, Allergy/Asthma/Immunology, and Family Practice.

- Developed and administered quality assurance protocols to help ensure the accuracy of data generated at the site; developed and maintained standard operating procedures and/or policies for compliance with applicable regulations; developed and administered fiscal year budget and developed business through appropriate marketing.
- Mentored and supervised managers and supervisors; hired, trained, and counseled staff as necessary in order to fulfill the mission of the department.
- Provided initial and continuing training to Investigators to allow for the responsible and ethical conduct of clinical trials at the site; negotiated budgets and contracts with sponsors/CROs for the conduct of clinical trials

Bond Health Clinic, Lynsdale, OR**2003 to 2004**

Senior Clinical Research Coordinator (April to September 2004) - Promoted with responsibility for personnel and research management, the timely assemblage and analysis of study metrics, and oversight for a study team in the areas of subject recruitment, the Informed Consent process, study-specific activities, and accuracy of data.

- Assisted with hiring, training, and mentoring Clinical Research Department staff, providing immediate direction and support for staff and Investigators as study-specific needs arose during the course of study conduct; worked in conjunction with Investigators to develop, write, and submit Investigator-initiated proposals for research to sponsors.
- Served on Process Improvement Teams to develop and implement proper changes for more efficient and satisfactory service of Bond Health Clinic patients; empowered clinic staff by serving as the direct mechanism for staff to participate in the identification and resolution of areas in need of improvement.
- Provided oversight of investigational products, receipt, and storage; maintained current knowledge of FDA regulations, ICH Guidelines, and standard industry practices in order to ensure compliance with the Clinical Research staff.
- Assisted in the coordination of resources to ensure proper study conduct and with the review of potential projects for suitability and feasibility of conduct within the department.
- Facilitated continuing education and training of both staff and Investigators by providing monthly educational opportunities; developed and maintained up-to-date department comprehensive training curriculum.

Clinical Research Coordinator (June 2003 to April 2004) - Managed the day-to-day conduct of multiple clinical drug trials in compliance with FDA, ICH, and other applicable regulations.

- Provided training for new Clinical Research Department staff, mentored junior staff members and developed proposals/protocols for site-initiated clinical research.

Washington State University, Ellen, WA**2002 to 2003**

Co-investigator, Research Associate/Research Coordinator - Supervised 9 research interns and traveled to monitor adherence to clinical protocols as administered by research interns at various sites.

- Compiled, collated, analyzed, and entered study data for 20 subjects into a computerized database on a weekly basis; performed physiological function testing and developed, implemented, and maintained, a subject testing schedule over a 22-week period; fostered and facilitated partnerships with health and lifestyle organizations to meet subjects' post-study needs.
- Co-authored study documents, including regulatory affairs materials, informed consent, physician's release, serious adverse event, medical history, patient surveys, and other source documents.
- Developed subject recruitment strategy/materials (radio script, informational pamphlet, newspaper ad text), and arranged for subject referrals from physicians and physical therapists.

PROFESSIONAL DEVELOPMENT

Washington State University, Ellen, WA

Master of Science, Clinical Physiology, 2003

Thesis Topic – “Weekly Variation in Quality of Life in Patients Performing Low to Moderate Intensity Aerobic Exercise”

Bachelor of Science, Exercise Science, 2001

Teaching Assistant, September 2001 to June 2002

Instructed 7 classes per academic quarter (avg. class size 30-40 students)

Developed course curricula and evaluative procedures

Maintained performance records for student evaluation

Served as substitute/guest lecturer for professors as needed

PUBLICATIONS & PRESENTATIONS

“Adverse & Serious Event Recognition and Reporting Standards”

Bond Health Clinic Research Department staff training, Dec. 2004

“The Drug Approval Procedures”

Bond Health Clinic open house, November 2005

“Ethical Recruitment and the Informed Consent Procedures”

Bond Health Clinic Research Department staff training, October 2004

“Aerobic Exercise Positively Affects Quality of Life”

Medicine and Science Sports and Exercise. Vol. 45:3 Supplement, August 2005

“Aerobic Exercise Positively Affects Quality of Life”

American College of Sports Medicine, San Pedro, May 2004

“Low to Moderate Intensity Aerobic Exercise Improves Quality of Life”

Comprehensive Care Conference, Boston, MA, April 2005

PROFESSIONAL AFFILIATIONS

Past President - North Washington Practice Managers’ Affiliate (disbanded)

Member – Medical Group Association (MGA)

Orange Belt – LEAN/6 Sigma, 2011

Willing to relocate within Oregon state and willing to travel up to 30%