

# JOHN H. SMITH, MHN, FOCHE

800-991-5187 | info@greatresumesfast.com | Callahan, FL | www.Linkedin.com/in/jessicaholbrook

## HEALTH CARE EXECUTIVE

### PRESIDENT & CEO

*22 years of success inspiring teams and boosting performance through people-focused hospital administration*

Seasoned health care executive with the ability to balance strategic decisions and financial discipline with a hands-on approach to leadership—resulting in strong employee, patient, and physician satisfaction. Engaging communicator and relationship builder with expertise in organizational planning, multimillion-dollar capital projects, contract negotiations, team development, and increasing visibility for growth. *Core strengths include:*

- Strategic Planning & Execution
- Budgeting & Fiscal Management
- Culture Development & Refinement
- Health System Optimization
- Revenue & Growth Planning
- Contract & Physician Negotiations
- Administrative Efficiency
- Team Building & Motivation
- Issue Analysis & Resolution

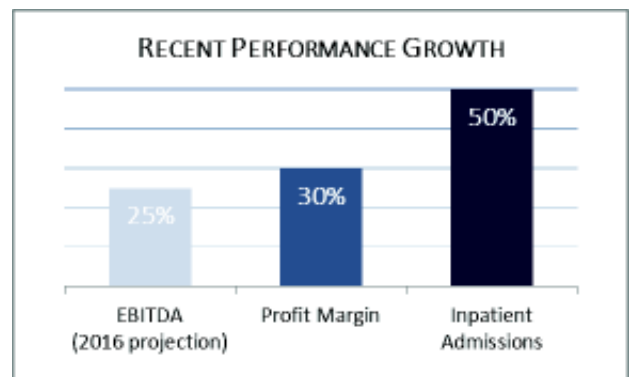
### SELECT LEADERSHIP CONTRIBUTIONS

#### CAPITALIZE ON REVENUE-GENERATING OPPORTUNITIES

- ♦ Managed **>\$32M in capital expansions**. Launched Florida Cardiovascular Specialists for exclusive ER coverage and loyalist referral alignment.
- ♦ Elevated Callahan State Medical Center to level-2 trauma accreditation, and level-3 pending. Grew billable trauma activation **>110% in the past 3 years**.

#### BUILD CULTURES & NURTURE TALENT

- ♦ Create **exceptional experiences for patients, staff, and physicians**. Actively align the organizational vision and strategy with staff efforts. Define and routinely validate expectations.



## CAREER HIGHLIGHTS

HNR, INC. / CALLAHAN STATE MEDICAL CENTER

**Chief Executive Officer (CEO)** ▪ May 20xx to August 20xx

Provided leadership and change management for 310-bed tertiary acute-care hospital (the largest private employer in the city) to promote a reputation for quality, innovation, and clinical excellence. Reporting to the board of directors, shaped the strategic direction, controlled the budget, and built a top-performing team of 920+ professional staff and 420+ physicians.

- ✓ Pioneered and directed the effort to transform Callahan State Medical Center into a level-2 trauma center (level-3 pending), triggering **>110% increase** in billable trauma activation growth in the past 36 months.
- ✓ Developed a culture of trust and **open lines of communication for patients, nurses, and physicians** on a daily basis. **Drove physician engagement to 95%** and ranked as a “Best Place to Practice Medicine” in HNR.
- ✓ Improved inpatient admissions **>62%** and margins **>45%** by developing and enhancing high-acuity, tertiary, surgical, and procedural services to **attract the right patient and payer mix**. Services included cranial neurosurgery, complicated spinal and orthopedic surgeries, customized fenestrated-graft endovascular aortic aneurysm repair (EVAAR), and cardiac electrophysiology (EP) studies and ablations.
- ✓ Initiated, launched, and recruited sub-specialized cardiologists and cardiovascular surgeons to establish Florida Cardiovascular Specialists for **exclusive ER coverage and loyalist referral alignment**.
- ✓ Directed \$22M in capital projects—including \$8M ED expansion.
- ✓ **Reduced average length of stay 1 day** in the ICU by creating a 12-hour in-house intensivist program.
- ✓ Achieved the only JTOHO Sepsis accreditation in HNR, as well as JTOHO Hip & Knee and RNCC Magnet accreditations.

---

# JOHN H. SMITH, MHN, FOCHE

---

Page 2 of 3

HNR, INC. / CALLAHAN STATE MEDICAL CENTER | *Experience Continued ...*

## **Chief Operating Officer (COO)** ▪ March 20xx to October 20xx

Promoted to join the senior management team and governing board. Defined administrative priorities for inpatient/outpatient services (OR, GI, single-day surgery) as well as ancillary/support services (medical staff services, imaging, rehab, engineering, dietary, behavioral medicine, laboratory, cardiopulmonary, and environmental). Fostered strong physician relationships.

- ✓ Boosted net revenue 9%, decreased operating expenses 8%, and **increased EBITDA 14%** from 20xx to 20xx by merging strategic and financial management with attentive staff leadership.
- ✓ Directed **high-impact capital projects** from concept through construction including **\$20.5M expansion** of the 8<sup>th</sup> floor, which added 30 critical-care beds, and the \$4M endovascular suite. Managed development and sale of **50+ acres** of land consisting of 2 miles of road, 20 physician medical offices, and 4 hotels.
- ✓ Established a joint-venture ambulatory surgery center with on-campus physicians. The facility currently generates **\$25.5M annually**. Also oversaw development of on-site air ambulance transportation.

## **Associate Administrator** ▪ February 20xx to August 20xx

Earned promotion to oversee hospital administration with a clear focus on patient care, quality, employee retention, and improving the bottom line. Worked diligently—and enthusiastically—to create an environment that thrived on accountability and rewarded contributions.

- ✓ **Influenced the future of the organization** as chair and member of the governing board, medical executive, surgery, anesthesia, family practice, medicine, security, billing compliance, and other hospital and medical staff committees.
- ✓ Functioned as Ethics & Compliance Officer; **minimized risk** by developing policies, procedures, and ensuring full compliance with federal and state regulations. Immediately addressed issues through training and corrective actions.
- ✓ Mobilized teams to deliver measurable performance improvements: **enhanced patient satisfaction from 25% to 80%** for outpatient surgery and decreased average OR turnover time from 28 to 19 minutes in one year.
- ✓ Planned and managed construction of \$2.8M GR suite.

*Additional role as **Director of Marketing** for Callahan State Medical Center (19xx to 20xx). Marketed new product lines, services, and the opening of a new medical campus. Served as media spokesperson.*

*Also served as **Adjunct Faculty Member** for State University's Department of Health Care Administration.*

---

## EDUCATION

### **Master of Health Administration (MHA) in Health Care Administration**

State University, Sarasota, FL

### **Bachelor of Arts (BA) in Psychology and Business Administration**

University of Florida at Tampa, Tampa, FL

### **Fellow of the Oncology College of Healthcare Executives (FOCHE)**

---

## COMMUNITY INVOLVEMENT

Board of Directors & Chairman, Rescue America of Orange County  
Board of Directors & Chairman, Children's Health Center of Orange County  
Board of Directors & Chairman, North Florida Chapter of State College of Healthcare Executives  
Board of Directors, Callahan Chamber of Commerce  
Board of Directors, Callahan City Council-Appointed Economic Development  
Board of Trustees, Tampa-Orange County Hospital Council  
Advisory Board Member & Graduate, Leadership Callahan

# JOHN H. SMITH, MHN, FOCHE

---

Page 3 of 3

Former Volunteer (Big Sister), Boys & Girls Clubs of Callahan Denton County