

# SUZANN SULLIVAN, BSN, RN, MBAHM, CCM

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## HEALTHCARE EXECUTIVE – NURSING & OPERATIONS

*Safeguarding high-level patient care and transforming clinical operations through modern processes, productivity gains, and lean methodologies backed by data-driven insights and compliant practices.*

**HEALTHCARE OPERATIONS EXECUTIVE, NURSING LEADER, AND CERTIFIED CASE MANAGER** who transforms programs, clinical operations, processes, and teams to unearth cost savings, benchmark competitors, and showcase value in fast-moving markets. Data-driven with a deep understanding of healthcare dynamics and experience in major healthcare systems and health plan administrators. Partner across service lines and with executive leadership to communicate and align with organizational vision, strategic direction, priorities, and key initiatives. Guide action and change surrounding productivity, improving patient outcomes, and regulatory compliance. Build and evolve team cultures focused on employee engagement, quality, patient safety, fiscal responsibility, and the overall patient experience.

- ↻ **Overhauled processes and practices to deliver \$10M in soft savings through 4x increases in efficiencies and productivity.**
- ↻ **Navigated across OSHA, DOH, and CDC guidelines to revamp bloodborne pathogen exposure program across 7 hospitals with 18K employees.**
- ↻ **Earned recognition as Presidential Award nominee.**
- ↻ **Navigated development and rollout of employee vaccine program.**

*Driving Process Improvements  
Impacting Innovative Care Delivery  
Promoting Operational Excellence  
Uncovering Productivity Gains  
Transforming Departments*

**SIGNATURE STRENGTHS & COMPETENCIES:** Leadership | Performance Management | Healthcare Systems & Standards | Positive Culture & Succession Planning | Quality Control | Federal & State Regulatory Standards | HIPAA | Innovative Problem-Solving | Administration | Operations Management & Streamlining | Collaboration & Engagement | Process Analysis & Improvement | Financial Discipline | ICU & Critical Care Nursing | Workers' Compensation | Change Management | Lean Methodologies

## HEALTHCARE LEADERSHIP EXPERIENCE

**UNITED HEALTH BENEFITS** – Jacksonville, FL

2018 – Present

*Leading national health benefit plan administrator.*

### **DIRECTOR OF CLINICAL OPERATIONS, HEALTHCARE MANAGEMENT**

Direct clinical operations with a total team of 25 across case management and utilization management serving 450+ clients and 485K+ members. Partner with nonclinical leaders to ensure consistent approach to division-wide tactics. Ensure SLA adherence, manage vendor relationships, fuel data-driven decision-making, and promote cross-functional partnerships to standardize, modernize, and optimize.

- **Transformed case management function** to build internal/external value, employ data-driven metrics, and benchmark competition. Leveraged lean methodologies to streamline processes, automate, and triple workforce capacity with zero additions to headcount.
- **Generated \$10M in monthly soft savings** through 4x increase in efficiencies and productivity.
- **Navigated URAC reaccreditation to halt 60% loss of business** inside first 8 months by overhauling clinical operations, building policies and procedures, and revamping training.
- **Doubled department capacity through deployment of lean methodologies** and improved strategy planning in alignment with business objectives.
- **Elevated internal clinical culture** with renewed focus on performance management, mentoring, succession planning, and evaluation processes.
- **Introduced Net Promoter Score (NPS)** to increase transparency for potential clients and showcase customer satisfaction and loyalty. **Achieved scores consistently in the "excellent" range.**
- **Developed short-term case management and hourly based case management programs** to expand member offerings across diverse budget and outcome requirements.
- **Defined metrics and KPIs to fuel data-centric culture**, measure operational efficiencies and effectiveness, and showcase value to stakeholders for increased revenue and pipeline development.

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- **Bested national benchmarks for engagement, savings, and patient outcome KPIs** by proactively driving strategic action around each metric and increasing organizational transparency and monitoring.
- **Applauded as Presidential Award nominee** for delivering increased operational efficiencies within case management.

**BLUECROSS HEALTH** – Tampa, FL

2016 – 2018

*Bluecross Health is a large integrated healthcare system.*

### CLINICAL MANAGER, EMPLOYEE HEALTH & SAFETY

Promoted from workers' comp case manager to lead clinical staff of 20 with ownership of all operations and clinical resources. Maintained strong compliance rigor, navigated daily safety rounds, oversaw JCAHO tracers and on-site visits, supported DOH inspections, and sustained OSHA log maintenance. Performed case management and root cause analyses for work-related injuries.

- **Championed development of clinical processes, procedures, and documentation standards** to safeguard employee health and employ safe practices.
- **Drove revision of bloodborne pathogen exposure program** across 7 hospitals with 18K employees. Developed standardized processes and ensured alignment with all OSHA, DOH, and CDC guidelines.
- **Supported development and rollout of employee vaccine program** that performed 16K vaccinations in a single month. Coordinated program logistics, optimized processes, and oversaw vaccine sites while leading team of 8.
- **Led on Magnet Committee** to strategize improvement to workplace safety and violence initiatives.

### HOSPITAL ADMINISTRATOR

Trusted to lead as administrator for a 600-bed, level 1 trauma center and level 1 stroke center during off-hours – managing the complete nursing staff, overseeing service line operations, navigating emerging crisis situations, and ensuring top patient safety. Guided hospital-wide safety monitoring of all clinical areas.

- **Initiated and ran command center** organizing disaster response during emergencies.

**PEPIN CARDIOLOGY** – Wesley Chapel, FL

2012 – 2014

*Pepin Cardiology is a medical group practice that specializes in physician assistant (PA) and cardiology.*

### CLINICAL OPERATIONS MANAGER

Managed full scope of operations and led team of 50 RNs, PAs, and office personnel. Drove optimized internal practices to safeguard patient care and regulatory compliance. Ensured proper staffing across 5 locations.

- **Charged with unearthing process improvements** and establishing operating cadences following merger of 2 practices. Leveraged lean methodologies to lower wait times and improve overall patient outcomes.

## DIRECT NURSING EXPERIENCE

**PRN ICU RN | Health System One – Tampa, FL | 2021:** Supported global pandemic needs as bedside ICU nurse.

**HOUSE SUPERVISOR & ICU FLEX NURSE | Advent Hospital – Tampa, FL | 2014 – 2016:** Led as clinical resource to elevate operations and acted as bedside/charge nurse in ICU. Participated in Rapid Response Team and the Code Blue Team.

**ICU BEDSIDE & CHARGE NURSE | Advent Hospital – Tampa, FL | 2003 – 2016:** Rapidly promoted from bedside nurse to charge nurse and preceptor for both medical and surgical ICUs. Oversaw throughput of patients, ensuring appropriate bed assignments and staffing.

## EDUCATION

**MASTER OF SCIENCE IN MANAGEMENT & LEADERSHIP** | University of Florida (In Progress)

**MASTER OF BUSINESS ADMINISTRATION IN HEALTHCARE MANAGEMENT** | University of Florida

**BACHELOR OF SCIENCE IN NURSING** | University of South Florida

## CERTIFICATIONS & LICENSES

**CERTIFIED CASE MANAGER | ADVANCED CARDIOVASCULAR LIFE SUPPORT (ACLS) | BLS FOR HEALTHCARE PROVIDERS  
REGISTERED NURSE**