



PRINCIPAL HEALTHCARE SOLUTIONS

Quality. Excellence. Leadership.

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SUMMARY

Administrative Director of the clinical laboratory services in a Joint Commission accredited hospital. Experience with Joint Commission, HFAP-AOA, and CLIA and CAP lab inspections. Dedicated to performance improvement, both clinical and financial. Proven track record of exceptional financial and regulatory performance. Self-motivated, disciplined, and dependable with ability to work independently and in teams. Excellent development and interpretation skills with statistics, numerical analysis, and graphs. Management of all Quality Control and Maintenance records.

CAREER HISTORY

XXXXX REGIONAL MEDICAL CENTER, XXXXX XXXX, XX

August 2014-PRESENT

Laboratory Market Administrative Director in XXXX XXXXX and XXXXXX

- Overall supervision of 70+ FTEs between both hospitals. XXXX XXXXX is over a 300+ bed facility and XXXXX is a 100 bed facility. Responsible for 1 clinic that has a contract with XXXXX XXXX XXXXX that performs testing for the VA. Responsible for 23 XXXXX clinics that perform testing in the physician office setting. Assumed the responsibility of the XXXXX Laboratory in January 2016.
- XXXXX XXXX XXXXX has a total billable tests of 1,200,000 tests annually. XXXXX XXXX has a total of 75,000 tests billable annually. XXXXXXXX has a contract with a VA clinic to perform testing which is 50,000 billable tests annually.
- Maintained staffing productivity at 110% at XXXXXXXXXX.
- Reduced overall Turnaround time in the Emergency Department by 20 minutes for Basic Metabolic Profiles from time of order to result.
- Reduced operating costs at the VA clinic in chemistry by \$100,000 with upgrading all instrumentation. Implemented Sysmex 1000i, Clinitek Advantus, Sysmex Coagulation, and the Ortho 350 Chemistry analyzers. Redesigned the workflow at the lab using lean concepts.
- Oversight of XXXXX Clinics labs which consist of 12 moderately complex laboratories and 11 waived laboratories. This oversight includes quality control, manual writing and regulatory oversight. All clinics had successful CLIA inspections.
- Re-wrote the VA clinic manuals.
- Gained outside contracts that resulted in additional revenue of \$15,000 annually.
- Responsible for hiring of all team members, performance evaluations, and review of competencies.
- Reduced Joint Commission RFIs by 40%.
- Reduced blood culture contamination from 4.5% to 1.5%.
- Implemented ACT Medtronic testing for CVOR.
- Transitioned microbiology testing from XXXX laboratory to XXXXXXXXX Laboratory resulted in a savings of \$50,000 annually.
- Managed conversion from Cerner Millennium to the XXXX standard hub for Cerner Millennium.
- Serve on a variety of committees such as Patient Safety and Performance Improvement, Environment of Care, Patient Experience, Change Control, Emergency Department Workflow Committee, Blood Management, Research Committee and Corporate Compliance Committee.
- Redesigned the phlebotomy storage area for efficiency for ease of use for the phlebotomy team.

XXXXXXXXX HOSPITAL AND SURGICAL HOSPITAL, XXXXXXX, XX

NOV 2012-JULY 2014

Laboratory Administrative Director

- Responsible for 35 FTEs at 181 bed facility
- Directed the move of the laboratory from one hospital to another hospital. Coordinated the move of equipment, implementation of new equipment, regulatory compliance, hiring of staff, training and design of workflow.

- Implemented molecular testing for *Clostridium Difficile* using Cepheid GeneXpert.
- Implement a blood management program with an interdisciplinary team of nursing and physicians.
- Implemented the Pro-View automation to blood bank and the installation of Cerner Millennium Information System for Blood Bank.
- Subject Matter Expert for Epic Beaker implementation.
- Decreased CAP deficiencies by 40%.
- Transitioned blood gases from being drawn and ran by the laboratory staff to the Respiratory therapists. Implemented training, competencies, and education to the Respiratory team. This process improved patient care by improving turnaround time for treatment by the therapist for the patient.
- Performed education and training to the Emergency Department Team for phlebotomy.
- Implemented the Sysmex XN hematology analyzers.
- Re-designed the phlebotomy draw station that lead to greater patient satisfaction and privacy.
- Served on the outpatient services committee for patient satisfaction, employee events committee and infection control committee.
- Re-wrote Point of Care Manual, Chemistry Manual, Urinalysis Manual, Hematology and Coagulation Manual, Serology Manual, LIS Manual and Laboratory General Manual.
- Implemented the Sysmex Urinalysis Analyzer.
- Managed conversion for glucose meters from Lifescan to Nova Statstrip for facility.
- Chair of System Urinalysis Committee.
- Expanded Point of Care testing in the nursing units.

YYYYYY HOSPITAL, XXXXXX, XX

2001-2012

Laboratory Administrative Manager

- Responsible for 20 FTEs at 102 bed facility
- Implemented a blood management committee.
- Responsible for the oversight of the hospital and 5 clinic laboratories.
- Implemented the Roche Glucometer meters and provided the training to the nursing team.
- Chaired a lab and nursing committee to reduce turnaround time from order to draw.
- Responsible for the performance improvement, quality control, implementing new equipment and writing manuals for the department.
- Responsible for hiring personnel.
- Responsible for the oversight of the hospital and 5 clinic laboratories.
- Implemented nicotine testing for employees and outreach.
- Implemented agreements with Kellogg Community College and Baker College to serve as extern sites for the MLT program.
- Responsible for oversight of the drug screening program that included urine drug screens and breathe alcohol testing. This service was provided internally as well for the industrial accounts.
- Responsible for orientation of all nursing staff for phlebotomy and glucometer training.
- Redesigned courier route to increased efficiency for pickups from the clients and reducing turnaround time.
- Team member on numerous committees: Infection Control, Pharmacy and Therapeutics, Medicine Committee, IT steering committee, and Employee Celebration Committee.
- Redesigned the phlebotomy draw station with lean concepts to reduce the patient movement and increase patient satisfaction. Cross training the phlebotomy team to perform registration. This increased to greater patient satisfaction and reducing wait times by 20%.
- Implemented the CPSI information system for the laboratory.

Adjunct Instructor at XXXXX College, XXXXX, XX

2012-2012

- Develops curriculum for Microbiology, Mycology, and Parasitology for Medical Laboratory Technician Students.
- Responsible for the overall instruction, test development, and laboratory practice. Preparing the students for their clinical rotations and certification exams.

YYYYYY HOSPITAL XXXXXX, XX

1997-2001

Laboratory Lead Technologist in Microbiology

- Wrote procedure manuals for microbiology in CLSI approved formats.
- Implemented *Clostridium Difficile* testing that reduced length of stay.
- Implemented ANA testing which resulted in \$10,000 in savings and improved turnaround time.

- Implemented E-test for *Streptococcus pneumoniae* testing.
- Responsible for the scheduling of the technologists for the laboratory.

YYYYYY HOSPITAL, XXXXX, XX

Medical Technologist Generalist

1994-1997

- Responsible for patient testing and quality control in Hematology, Chemistry, Blood Bank, Serology, Coagulation and Urinalysis. Key operator for the TDX, Mini-Vidas and IMX instruments.

EDUCATION AND RELATED TRAINING

MSA, in Administration with a focus in HealthCare, XXXXX University, XXXXX, XX

BS, Natural Systems, XXXX College, XXXXX, XX

MT, XXXX school of Medical Technology, XXXXXX, XX

Lean Workshop, XXXXX, XX

CERTIFICATES

MT (ASCP)

National Incident Management and Command ICS 100,200,700, 800

NIDA Clinical Trials Network for Good Clinical Practices

SKILLS

Kronos
Laborlytics
Lawson Requisitioning
Cerner Millennium
Soft Lab
Horizon Business Insights

Press Ganey Online
Star McKesson
Microsoft Office
Utilization Review
Epic Beaker
CPSI

Telcor
Labor Works/ Active Staffer
Lawson Performance Management
Lean Processes
API Time and Attendance
ICIMS

COMMUNITY SERVICE

- Advisory Board, Member of XXXX College MLT Program, XXXXX, XX
- President of the XXXX Lions Club, XXXX, XX
- Advisory Board Member, XXXXX State University MT/MLT program, XXXXX, XX
- Advisory Board Member University of XXXXXX Medical Sciences, MT Program, XXXXX, XX
- Hope House Board Secretary, XXXXX, XX