

PRINCIPAL HEALTHCARE SOLUTIONS

Quality. Excellence. Leadership.

Professional Experience

October 2011 – Present

XXXXXXXXXX

XXXXXXXXXX

- **System Director of Laboratory Services**

Director of a 5 laboratory system

~130 employees across 5 testing laboratories

~5 Pathologists and 1 Pathology Assistant

~13 Outpatient collection sites

~CAP accredited

Direct reports include 4 managers

The five laboratories perform a combined 1.9 million billable tests annually. The position primarily coordinates the standardization and planning for all laboratory services, including accreditation, purchasing and contracting, strategic planning, construction and operational improvement using Lean methods.

*Reorganized the laboratory management structure, decreasing the number of supervisors from 7 to 3 at the largest hospital laboratory, while improving both patient and employee satisfaction.

*Responsible for starting a Blood Utilization Committee which helped decrease utilization of blood by an average of greater than 200 units per month, resulting in savings to the system of over \$500,000+ annually.

*Involved with the planning, logistics and completion of 4 laboratory construction projects, including a remodel of the largest laboratory.

*Standardized instruments, operations and contracts across the system, resulting in savings of greater than \$2,000,000.

April 2007 – Sept 2011

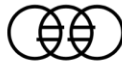
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- **Laboratory Director**

Managed Joint Commission Accredited Laboratory with:

- 90 employees
- 5 Pathologists and 1 Pathology Assistant
- 1 assistant manager, 5 supervisors and 2 coordinators



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The laboratory is located in a 300 bed Level III Trauma Center and performs approximately 1.2 million tests per year.

- Represented the Hospital on the Labor/Management Committee.
- Successfully managed laboratory through a 10% reduction in force.
- Worked with nursing leadership to identify opportunities to improve laboratory services, significantly decreasing ED turnaround time.
- Worked with XXX representatives during transition of hospital from not for profit to investor owned during my first two years at XXXXX.

July 1990 – April 2007

XXXXXXXXXXXX

XXXXXXXXXX

- **Laboratory Operations Manager – 2006 to 2007**

- Laboratory Supervisor – 1995 to 2006

*During 17 years at this 300 bed Level II Trauma Center, I progressed from a staff technologist to the administrative head of the department

*Laboratory employed 125 staff, 4 pathologists and performed 1.2 million tests annually. In addition to Clinical Laboratory, Microbiology and Anatomic Pathology, the laboratory also had a regional blood center which supplied blood to several rural hospitals, as well as supplying an in-house transfusion service.

*Collaborated with a community college in the development of an online MLT program, to help meet the staffing needs of the laboratory. This startup program with the community college placed technicians at 6 different Western Colorado hospitals and prevented any severe staffing shortages in the laboratory at XXXXXX.

Master's in Public Administration

1998 – 2000 University of XXXXXX

XXXXXX

- Capstone Project "Laboratory Staffing in Colorado and Wyoming"

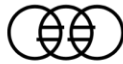
Bachelors in Medical Technology (Chemistry minor)

1979 – 1983 University of XXXXX

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**Additional
professional
activities**

- Board Member Centennial Chapter CLMA 1999 – 2004
- Presenter at CLMA Annual Conference 2004
- Independent Laboratory Consultant



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References

Available upon request

Summary

In my Laboratory career I have had many opportunities, including:

- Managing a laboratory during the sale of a hospital and conversion from not for profit to investor owned.
- Changing accrediting organizations from CAP to Joint Commission.
- Enhancing the services and procedures of a medical laboratory in rural Liberia, West Africa.
- Restructuring the leadership of a laboratory to better meet the needs of the operation.
- The development of education programs and collaborations with colleges.
- A strong background in quality management and improvement, including CQI and Lean.
- Staff development and mentoring of staff new to leadership positions.
- The ability to collaborate with leaders in the organization and in the community to develop solutions to local problems.

XXXXXX has given me the opportunity to develop business (20% annual growth in outreach over the last 3 years), improve efficiency through process and design (improving turnaround times while decreasing FTEs) while working directly with physicians and other directors and managers across the system to improve the delivery of laboratory services to their patients.

During my time in XXXXXX, I have become affiliated with a faith based mission group that has a clinic and surgery center in a rural area of Liberia, West Africa. I have spent 5 weeks in Liberia in the last 3 years, providing laboratory support and training in this rural African clinic. This mission work has provided some of the most meaningful moments in my career in the laboratory.