

Expertise

10+ years in Executive Operations Management and Strategic Planning.

Executive, Clinical, and Research administration plus Project Management in large/complex, multi-site settings.

Recruiting & Onboarding for Administrative, Technical, Clinical, Research, and Executive roles.

High-level management of sensitive, confidential, legal, and employee relations matters.

Accomplishments

Program Administrator and Writer of successful \$3.2 million federal training grant (Environmental Pathology & Toxicology)

Successful process designs for error prevention, waste reduction, and productivity within executive offices, complex departments, and large-scale entities.

Successful administrative and operational restructures for departments of 200+ including leadership realignments.

Successful QA & Compliance implementations; metrics and standards identification, tracking and reporting, and staff trainings.

Experience

Executive Administration & Operations

14+ Years

Establish administrative foundations: Designed and implemented infrastructures for Administration, HR, Clinical Management, and Compliance. Created streamlined clinical, finance, and technical operations. Process design and administrative restructures for large-scale, multi-site entities: QA, PI, Compliance implementations, and Strategic Planning. Policy and SOP development and implementation for greater efficiency. Translate department concerns to actionable strategic planning, conduct and manage performance evaluations, SOP initiation for Quality and Safety, draft correspondence for staff and patients. Developed policies and SOP's to implement EMR/EHR systems to all clinics. Managed all compliance protocols and provider credentialing. Rewrote travel management process for reduction of error and faster reimbursement turnarounds. Systems development: OneDrive and SharePoint/Intranet implementation, education on enterprise project management systems vs. task management tools. Records management: Review and organize department's network drive for archival/transfer to cloud drive, introduce filing standards based on business needs and efficiency. Management of contracts and vendors. Operating budget tracking, revenue cycle management support. Fiscal systems liaison (Concur, Oracle) and expense reconciliations. Marketing materials and department or organization communications development and support. Create resources and tutorials for office processes. Executive liaison including legal correspondence, confidential employee relations, academic publications, project or research reports, and overall executive correspondence (formal and informal). Support Board of Directors and Board meetings. Corporate event planning. Trained executive on utilization of admin staff; calendar re-structure for executive productivity.

UC San Diego, U. of Washington, Sycuan Medical Dental Center, Group Health Cooperative

Project Management & Project Support

12+ Years

Administrative PM for Systems & Development projects. Project oversight and logistics management. Manage and restructure complex resource system within SharePoint, department drives, and hard copy filing system. Executive project oversight for UW Medicine's multi-site EHR implementation. Redesign of recruitment and onboarding systems and operations for streamlining, ease-of-use, and reduction in error. Project Manager for multiple successful PI implementations reducing physician error and improving patient safety. Project management: QA & PI implementations. Utilization of Lean Six Sigma practices. Streamline recruitment and onboarding via current HRIS. Strategic Planning analyst for hospital-wide or multi-departmental initiatives. SharePoint management: tracking, organization of project documents, and website/web page builds. Created and managed policies and protocols as project further developed. Operational oversight of 200+ project staff. Managed new vendors/contracts, logistics and tracking of risks. Manage all projects from the Board of Directors and Executive Director. Collect and manage all clinical data for strategic planning initiatives. Executive ambassador and project support for corporate-based regional clinics initiative. Staff training – super-user for all electronic medical record systems. Presentations for current and potential clientele or stakeholders. Conference management; 183 events over six days for 800+ attendees. Liaison between technical team and department managers.

UW Medicine, U. of Washington, UC San Diego, Dignity Health Corporate, Group Health Cooperative

Grant or Program Management & Support

5+ years

Federal training grant administrator for Environmental Toxicology & Pathology: grant writing, research support, tracking and forecasting with grant funds manager, post-doctoral support, program outreach/faculty engagement. Support research projects. Research and data management. Defined budgeting process for research expenses and funding. Committee management and support: track action items, develop reports and presentations, manage agendas and minutes. Tracking of clinical transformations within specific programs. Faculty Leadership & Development program management and assistance.

UW Medicine, U. of Washington, UC San Diego

Human Resources & Personnel Management

10+ years

HR management and talent acquisition – effective candidate searches, pre-screenings, interviewing, onboardings, training materials, and records management. Recruiting Manager for technical analysts and senior managers. Executive-level candidate searches. Sensitive Employee Relations management. Training: professional development, reporting (meeting documentation, minutes, QA metrics), and systems. Streamline recruitment and onboarding via current HRIS. Supervision of administrative staff: workload, training, performance, coaching, and employee schedule. Department staff scheduling for medical providers, medical professionals, and administrative staff.

UW Medicine, U. of Washington, UC San Diego

Executive Support & Management

10+ years

Executive support to C-level executives within multi-site entities of 25,000+ employees. Executive correspondence (formal and informal). Complex calendar and travel management (domestic and international; executives and visitors). Expense reconciliation, department website management. Coordinate/Manage guest speakers, visitors and external organization site-visits. Executive and staff expenses. Office management. Department point of contact. Employee morale manager.

UW Medicine, U. of Washington, UC San Diego, Dignity Health Corporate, Group Health Cooperative

Education

Pursuing Project Management Professional

PMP Certificate, May 2023

UC San Diego

Lean Six Sigma Yellow Belt

Certificate, 2022

UC San Diego

UW Medicine Leadership Management

Certificate, 2012

UW Professional Development & Training

Nursing

Prerequisites, 2008

Bellevue College Nursing

Certified Nursing Assistant

Certificate, 2004 | Licensed 2004-2008

NEVAC Institute

High School Studies

Diploma received | Co-Valedictorian

B.E.S.T. High School

References

Dr. Thomas Montine

Chair of Pathology, Stanford University

Office & Email upon request

Bradley Sollenberger

Senior Strategic Initiatives Manager, UC San Diego

Office & Email upon request

Cheryl Ewaldsen

HR Director, U. of Washington HFS

Office & Email upon request

Dr. Tom Staiger

Medical Director, U. of Washington Medical Center

Office & Email upon request

Michael Secright

CIO, U. of Washington

Office & Email upon request

Stephanie Meleady

Human Resources Operations Manager, Amazon

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