**Suzanne E. Green, MBA, ACMPE**

[**suzanne20912@yahoo.com**](mailto:suzanne20912@yahoo.com)

**407-803-2182**

***Practice management professional with extensive medical billing experience and  
proven success in increasing revenues. Strong practical and theoretical foundation in improving methods to ensure customer and employee satisfaction.***

***Employment***

**11/2011 – Current**

**Palm Beach Diabetes Endocrine & Primary Care, West Palm Beach, FL**

**Regional VP of Operations**

* Overall daily operations for 15 different locations.
* Supervises, coordinates and evaluates physicians and staff.
* Interacts professionally and as a team player with all levels of staff, physicians, patients and public.
* Conducts meetings with staff.
* Ensures provider appointment schedules are according to Mountain Park Health Center guidelines.
* Leads operational initiatives.
* Ensures that staff provide excellent customer service.
* Ensures patient complaints are addressed and resolved.
* Develops, implements, and maintains policies and procedures that guide and support the provision of care.
* Ensures there is an adequate staffing mode.
* Determines the qualification and competence of support staff who are not licensed independent practitioners.
* Responsible for space planning and resource allocations.
* Budget preparation and strategic planning.
* Adheres to budgets approved by the Board of Directors.
* Maintains appropriate levels of supplies.
* Reconcile and balance financial corporate accounts working with practice accountants and advisors.

Proficient in E Clinical Works, Epic, Greenway, GEMMS, Athena, Meditech, Excel, Word, Power Point, CPT/ICD10

**5/2007 – 11/2011**

**WellMed Medical Management Associates, Orlando, FL**

**Regional Director Operations -**

Daily operations management for area physician groups. Direct reports - administrative staff, clinical staff and physicians. New practice acquisitions and startup. Total practice management for 22 different locations.

**1/2005– 05/2007**

**Triangle OB/GYN Health Alliance, Elkton, MD**

**Director Practice Operations**

Provide leadership, direction, and administration for all aspects of practice operations. Ensure the successful start-up and ongoing operations of twenty-five physician practices. Recommend, update and implement strategic plans to support organization’s vision and goals. Develop and implement specific programs, products and services. Work with Office Coordinators, Office Managers and Physicians to ensure operational problems are resolved.

***Education***

**University of Maryland, College Park, MD**

**Healthcare Administration**

**Anne Arundel Community College, Annapolis, MD**

**Healthcare Administration**

**Medical College of Medical Practice Management**

**Membership Number 10042 Expires 2021**

**American College of Medical Practice Executives**

**Member ID 290833 Expires 2021**

***Memberships***

**Medical Group Management Association**

**American Academy of Professional Coders**

**Medical College of Medical Practice Management**

***Professional References upon Request***