

DAWN RIDDLE

Healthcare Leader | 678-223-5312 Dawn.Riddle73@gmail.com

SUMMARY OF QUALIFICATIONS

An accomplished healthcare professional with 9 years of experience in implementing process improvements which enhance efficiency, clinical quality, financial results, and promote a superior patient experience. Results oriented, decisive individual with proven track record for leading and supporting collaborative working relationships across system enterprise, while excelling in dynamic, demanding environments.

SKILLS

- Personal organization and time management
- Demonstrated strategic thinking and problem-solving ability
- Proven analytical and data skills utilized to improve processes and procedures.
- Human relations and teamwork
- Personal adaptability and motivation
- EPIC
- Tableau
- Q-genda
- PerfectServe
- PowerPoint; Excel; Analytics; and Brightree

EXPERIENCE

PRACTICE MANAGER - CENTRAL OPERATIONS PULMONARY DIVISION • PIEDMONT PULMONARY AND SLEEP MEDICINE • 10/2016 - 03/19/2021

Develop and manage all aspects of Piedmont's Central Operations Department to include Central Scheduling and Durable Medical Equipment (DME).

Implementation of all processes and procedures used to manage day to day activities within the Central Operation Department. Responsible for reporting all metrics and data analytics with process improvements if needed to improve the departments end of quarter metric outcomes. Responsible for presenting departmental story derived from analytical data to executive team weekly for accountability.

Accountable for all budget development and management for Pulmonary Admin and DME Sales. Accountable for all productivity metrics as related to work RVU's vs number of calls taken in call center, number of visits in clinic, and number of resupplies sent to patients. Productivity analysis reports given to executive committee weekly.

Manage all Piedmont Pulmonary Providers daily schedules in EPIC to include initial template builds. Manage all Pulmonary providers yearly schedules in Q-genda to determine daily assignments such as hospital ICU assignments, clinic assignments, Pulmonary floor assignments, and time away assignments. Manage all providers ICU payroll hours for providers ICU pay.

Call center metric reporting to include next available appoints, next available new patient appointment, call hold times, calls handled, and calls not answered. Responsible for process improvements and procedure management to meet any metrics that may be lacking at any time. Direct reports include referral coordinators, lead front office coordinator, and front office assistants.

DME metric reporting to include number of orders processed, time it took to process orders, outside vendor orders, revenue generated from mailout of supplies, and number of resupplies completed. Responsible for process improvements and procedure management to meet any metrics that may be lacking at any time. Direct reports

EDUCATION

MBA WITH SPECIALIZATION IN HR MANAGEMENT • JULY 2018 • KELLER GRADUATE SCHOOL OF MANAGEMENT

BSM WITH SPECIALIZATION IN HEALTHCARE ADMINISTRATION • SEPTEMBER 2016 • KELLER GRADUATE SCHOOL OF MANAGEMENT

CERTIFICATIONS AND PROFESSIONAL ASSOCIATIONS

- Lean Six Sigma Yellow Belt Certification via Wellstar 2015
- Quality and Process Improvement Certification March 2018
- On Diversity and Inclusion Committee at Piedmont since 2020
- Member of National Society of Leadership and Success since 2017
- Member of American Academy of Sleep Medicine since 2019

include registered respiratory therapists, medical assistants, lead front office coordinator, lead respiratory therapist – DME, and front office assistants.

PRACTICE MANAGER • WELLSTAR HEALTHCARE • 04/2012 – 08/2016 (MEDICAL ASSISTANT 11/2010 – 4/2012)

Solely responsible for leading all clinic operations including strategic planning for the growth and success of the practice with full responsibility for bottom-line metric accountability such as budgetary requirements, RVU requirements, hospital follow up metrics, ease of scheduling appointments, managed multi-disciplinary service line to include pediatrics, family medicine, internal medicine, and chiropractic medicine. Managed a staff of 25 clinical and non-clinical reports to include: Maintaining operational cost within budgeted limitations for five cost centers.

OPERATIONS MANAGER • PREFERRED HEATING AND AIR • 03/2006 – 11/2010

Solely responsible for the overall operations of the customer service department to include: Daily business operations, leading and implementing short- and long-term strategic planning. Planning and monitoring of daily staffing schedules and adjustments accordingly to ensure adequate staffing levels that support operational demands and business objectives.