

MAJOR ACCOMPLISHMENTS

Healogics- Contracts retained at all APD assignments. 6 consecutive Center of Distinction Awards, 5 consecutive Center of Excellence Awards, 1 Center of the Year Award. 20% growth in new patients each year, 7-10% growth in encounters each year with consistent hyperbaric oxygen therapy volumes under my leadership. Mentored new Program Directors. Developed a Wound Workshop template used regionally.

Clinical One-consistently performed above 130% of quota in all metrics measured. Promoted to Senior Account Executive within 6 months, and Manager, Business Development within 2 years. Earned President's Club Honors in 2nd year. Given additional responsibilities in sister division to help with new business development. Participated in Executive Leadership conferences, including the World Business Forum and Randstad Strategic Planning events.

EXPERIENCE

Area Program Director

June 2016 to Present

Healogics, Jacksonville, FL

Assigned to hospitals experiencing gaps in program director leadership. Tasked with accomplishing specific goals each week and to identify areas of opportunity. Often faced with crisis management, including Medicare audits. Specialize in operational and financial performance, quality control, revenue cycle management, community education, relationship management, contract retention and the presentation of innovative customer solutions. Hospitals worked for include: Trinitas Regional Medical Center, St. Mary's Hospital, Nazareth Hospital, Doylestown Hospital, Millcreek Community Hospital/Pennsylvania, St. Joseph's Regional Medical Center/Indiana, Sharon Hospital/Connecticut, St. Joseph's/Kentucky, Jamestown Regional Medical Center/North Dakota, Shelby Baptist Medical Center/Alabama, Fairview Hospital/Georgia, St. Joseph Hospital/Indiana, Holyoke Medical Center/Massachusetts, Bayshore Community Hospital, St. Francis, Southern Ocean Medical Center/New Jersey, Indian River Hospital/Florida, Ozarks Medical Center/Missouri, Trinity Hospital/New York.

Program Director

April 2010 to June 2016

Healogics, Haverhill, MA

Practice manager/program director for a hospital based wound care and hyperbaric oxygen center. Managed staff 5 physicians, 5 nurses and administrative personnel, both union and non-union. Responsible for the productivity, profitability and performance of the center and held accountable to Healogics and to the hospital. Actively participated in all hospital leadership meetings. Marketed the program to the community and immediate referral base by direct sales calls, presentations, community education events and tours. Significant growth noted each year for both the hospital and Healogics with revenue exceeding hospital goals.

Manager, Business Development

June 2006 to February 2010

Clinical One, a Randstad company, Woburn, MA

Established contracts for healthcare staffing in hospitals, insurance companies and industry. Closed largest account in company history in 1st year, VHA, a 1500 hospital system. Closed 46 contracts in first year, with 75 nurses on assignment in personal hospital contracts, adding over 75 contracts in the 2nd year. Within the last 3 months, met contract goal for 2010 and Randstad goal incorporating other divisions into contracts. Responsible for business strategy development including identifying targets, defining the strategy, refining, implementing and measuring the success of our plan. Created a sales piece outlining clinical, operational and financial reasons for using our services, which was later used as a tool to speak to CNOs, CFOs and key decision makers within the market. Built client partnerships over the phone and in person that evolved into significant accounts both locally and nationally. Given responsibility of developing a team of sales people with a new business development focus. Mentored and trained incoming Account Executives, Account Managers and Recruiters on relationship building, contracts and sales.

Sales Representative

December 1994 to February 1997

SpaceLabs Medical, Seattle, WA

Specialized sales representative with a focus on neonatal intensive care monitors. Covered all of New England, calling primarily on hospitals and Level II and III NICUs. Increased sales in territory 100% in the first year. Utilized a multi-level sales approach to penetrate accounts. Conducted in-services and follow up to consistently maintain business and relationship. Had \$1.3 million in sales in the last year at Spacelabs.

New England Territory Manager

August 1988 to January 1992

Quinton Instrument Company, Boston, MA

New England Territory Manager. Responsible for selling cardiac stress testing line of equipment, treadmills and cardiac rehab monitors to hospitals, physician offices and athletic facilities in MA, NH, VT, ME and parts of Canada. Trainer and specialist in the cardiac rehab arena.

National Account Executive

September 1983 to August 1988

Bosch, Boston, MA

Began as a dealer for Bosch in the Philadelphia area. Within first 6 months, was the top sales person in the country. Presented stress testing equipment, sales strategies for a successful sale and educated national sales force at conferences and individual meetings how best to represent the line of monitors. Promoted to the role National Account Executive, working directly for Bosch. Collaborated with German team of engineers to develop product meeting the American market's demands. Established dealer network nationwide to distribute Bosch Stress Testing Equipment. Negotiated contracts, trained salespeople, was the corporate representative in key account sales.

EDUCATION

Regis College, 2020

Weston, MA

MHA (1st Quarter 2020) Health Care Administration

Ursinus College

Collegeville, PA

BS Health and Physical Education

Teaching certificate for elementary and secondary schools. President of the Education Club. President of the Health and Phys Ed Club. Member of Tau Sigma Gamma.

ACTIVITIES

Interviewed for Advance- "On the Road Again", Vol 18, issue 19. Discussed the physical therapy market for those interested in "travel" assignments.

Volunteer for the Massachusetts Special Olympics.

Volunteer for the MSPCA.

KEYWORD SUMMARY

Business development, sales, strategic planning, contract management