

Cecelia Yeary

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OBJECTIVE

Versatile and engaged leader focused on collaboration and servant leadership. Accomplished experience in Operational Leadership, Practice Management, and Service Line Development. Proven ability to assess organizational units and service line performance, and adjust to increase efficiency, reduce waste, and achieve organizational goals. Performance and culture focused professional, with a goal of leading a Healthcare Organization as a Senior Level leader.

EDUCATION

University of Kentucky
Lexington, KY
Graduate Medical Education
Administrative Fellowship

University of Kentucky
Lexington, KY
College of Public Health
Masters of Healthcare
Administration

University of Kentucky
Lexington, KY
Bachelors of Science in
Communications

EXPERIENCE

December 2022-Current

Vice President of Cardiovascular and Oncology Services and Clinical Support

- Baptist Health Lexington

June 2020- December 2022

Operations Integration Director • UK HealthCare

- Administrative oversight for core support services including Endoscopy Scheduling Security Services, Medical Center Physical Plant Management, Environment of care, and Facilities Planning.
- Developed and implemented a centralized Endoscopy Scheduling team resulting in a 90% decrease in backlog of referrals and a 45% increase in block utilization within the first year of implementation. The call abandonment rate also decreased from 10.5% to .5% within the first year.
- Responsible for Hepatitis C Program Development and oversight of the Care-C grant which through systematic partnerships has had a >\$9million return on investment
- Received approval for intervention strategies which increased the operational reliability of the Pneumatic System within 5 buildings by 54% and decreased and sustained the number of work orders by 52% monthly.
- Co-Lead the Workplace Violence Prevention team to ensure workplace violence and workplace safety are top priorities for Enterprise and Nursing Strategic Plans.
- Work collaboratively with the UK Healthcare Police Captain for development and implementation of the annual security management plan within the Environment of Care
- Participated in the selection of the RFP for a new Elevator Management company resulting in an increase of Preventative Maintenance and increasing operational reliability of vertical transportation.
- Leading the planning and implementation of a \$5 million security enhancement strategic plan in partnership with UK Police Department
- Let the response and implementation of the CMS vaccination requirements resulting in 100% compliance and verbal exceptional implementation from TJC Surveyor.
 - UKHC employees, shared services, health colleges, vendors, clinical contractors, students, construction contractors
 - Operationalizing the surveillance testing clinics and compliance for weekly testing of unvaccinated individuals
 - Implementation of centralized submission portal for clinical contract and construction contractors
 - Pre-Employment process alignment for University and HealthCare

July 2017-June 2020

Digestive Health Service Line Director • UK HealthCare

- Serves as a leader, liaison, and facilitator with regard to the provision of digestive health services.
- Ensures consistent communication to appropriate physicians, service directors, departmental personnel, administrative staff as well as individuals in the communities served
- Developed a Gap Analysis template to justify the need for two additional General GI Faculty and to plan for future strategic growth faculty needs.
- Uses information to best evaluate trends and determine impact from action and/or rate of change needed within the UK Healthcare Enterprise
- Worked with the Chief of GI, the Medical Director of Endoscopy and appropriate department chairmen, division chiefs, and medical directors to facilitate sound medical management, standardization of protocols and other mechanisms by which to ensure patient safety and quality of care
- Responsible for Hepatitis C Program Development and oversight and implementation of the Care-C grant which through systematic partnerships has had a >\$6 million return on investment
- Development, management, and oversight of endoscopy procedure scheduling at the Lexington Surgery Center resulting in additional 6 blocks per week of endoscopy access and reducing the next available metric by 5 months.

October 2019-June 2020

Interim Practice Manager • Medicine Specialties Clinic • UK HealthCare

- Responsible for overseeing all of the administrative and business operations of the Medicine Specialties Clinic and provided direct management for 57 employees.
- Responsible for hiring employees, ensuring compliance with regulations and managing the operational budget for each division.
- Worked in daily collaboration with each divisional medical director to identify and implement process improvement opportunities for increased efficiencies in the clinic operations.
- Valuated staffing models for administrative, clinical and providers for daily operations and strategic growth.
- Operationalized and sustained the telehealth platform for Gastroenterology, Pulmonary, and Rheumatology in 14 days during the COVID response

July 2015-June 2017

Administrative Fellow • UK HealthCare

- Interim Service Line Administrator- Digestive Health Services
 - Ensures consistent communication to appropriate physicians, service directors, departmental personnel, administrative staff as well as individuals in the communities served
 - Works with the Chief of GI, the Medical Director of Endoscopy and appropriate department chairmen, division chiefs, and medical directors to facilitate sound medical management, standardization of protocols and other mechanisms by which to ensure patient safety and quality of care
- Interim Administrator Barnstable Brown Diabetes Center
 - Completed the strategic planning process for the Barnstable Brown Diabetes Center
 - Assisted in the planning and coordination of the BBDC Research Day 2016
 - Facilitated the hiring and onboarding of the Associate Director of Education & Quality Services and coordinated the transition of the Clinical Diabetes Educators to her supervision.
 - Assisted in the planning and coordination of billing of Clinical Diabetes Education within the Endocrinology clinic.
 - Developed the Barnstable Brown Budget for FY 2017
 - Coordinated planning for clinical operations at an offsite ambulatory clinic consisting of both adult and pediatric Endocrinology
- Interim Practice Manager Gastroenterology, Endocrinology, and Nephrology
 - Responsible for overseeing all of the administrative and business operations of the Medicine Specialties Clinic and provided direct management for 37 employees.
 - Responsible for hiring employees, ensuring compliance with regulations and managing the operational budget for each division.
 - Worked in daily collaboration with each divisional medical director to identify and implement process improvement opportunities for increased efficiencies in the clinic operations.

Project Manager Assistant, Gill Heart Institute Cardiology

- Assisted the Associate Director in facilitating the closing of the Cardiovascular and CT Surgery clinics located in Hazard and Harlan Kentucky
- Maintained correspondence between multiple departments to ensure appropriate exit strategies were compliant

May 2015-June 2017

Patient Experience Manager • Office of Patient Experience • UK HealthCare

- Provide staff management to the Customer Relations associates who provide wayfinding and customer service to patients and families throughout UK HealthCare.
- Develop and maintained the UK Chandler Hospital Patient guide, Kentucky Children's Hospital Patient Guide, and the Good Samaritan Hospital Patient Guide.
- Implementation of a "front-line" daily huddle to increase coordination and collaboration for patients and families during day-to-day operations.
- Successfully justified and increased the information desk footprint for UK HealthCare by 150% and increased the number of staff by 175% in two years with 10% turnover.

May 2011-June 2013

Customer Relations Team Lead • Office of Patient Experience • UK HealthCare

- Managed the information desk staff located at 7 locations throughout the UK HealthCare Hospitals and Clinics.
- Created and maintained the daily schedule and completed Kronos for the team.
- Ensured appropriate resources were ordered and supplied to each location
- Assisted with Office of Patient experience initiatives to assist in wayfinding and patient experience
- Greet and provide information to patients, guests, faculty, and staff at multiple locations across the Hospital and Clinics.
- Effectively problem solve for patients and guests while instilling confidence in UK HealthCare.

TRAINING & ACCOMPLISHMENTS

- Nominated to the LEAD Professional development program and completed in February 2020
- Active ACHE member since 2015
- IAHSS-Workplace Violence Prevention Certification
- Certified in ISC Emergency Management Training (ISC 100, 200,700, 800, & 300)

LEADERSHIP

- Responsible for oversight and development of the UK Healthcare Administrative Fellowship Program
- Co-chair the Employee Patient Advisory Council for UK Healthcare
- Selected as a finalist for the Saha Award for Patient Centered Care in 2020
- Tier 1 Leadership for Employee Engagement in 2022

REFERENCES

KEY SKILLS

Relationship Building
Strategic Operations
Relationship Management
Servant Leadership
Analytical thinking
Operations Management
Change Management

Available upon request.
