

**Work Experience:**

**Tower Hill Insurance Group** **2020-Present**

**Chief Operating Officer**

- Overseeing support operations for a \$1Billion property and casualty insurance company
- Responsible for Human Resources, Fiscal Planning, Internal Audit, Vendor Mgmt office, Customer service center
- Collaborates with CEO to develop strategic initiatives and operational improvements
- Implemented Vendor Management office, overhauled incentive compensation plan, improved companywide communications
- Opened and relocated staff into new office

**University of Kentucky Chandler Medical Center** **2005-2020**

**Vice President – Ambulatory Services** **2016-present**

- Operational responsibility for over 1,000,000 clinic visits, 1300 providers, 2,000 staff, with 80 plus locations
- Responsible for budgetary oversight of \$800 million in operating revenues
- Oversaw clinic renovations or expansion in excess of \$72 Million in construction
- Responsible for strategic planning development and execution for ambulatory services across health system
- Lead clinic optimization project – improving clinic access, flow, scheduling across clinic locations
- Created University Of Kentucky employee only clinic
- Established access metrics and reporting system for all clinic operations

**Chief Administrative Officer – Eastern State Hospital** **2012-2016**

- 239 licensed inpatient psychiatric beds, 4 personal care homes, and 500 plus employees
- Led transition of operations into new \$129 million hospital campus
- Led due diligence and acquisition team for UK HealthCare
- Established community board in partnership with UK HealthCare and Commonwealth of Kentucky
- Opened Nursing home facility within the hospital
- Realigned the organizational structure and established a quality and outcomes measurement department dramatically improving quality outcomes
- Reduced length of stay by 5 days and reduce readmission rates by 2%

**Facility Operations Transition** **2008-2012**

Operations and transition planning for \$900 million/512 bed replacement hospital

- Successfully opened Level 1 Trauma Center, patient floors, ORs, and public spaces
- Led over 25 planning committees and taskforces
- Performed work flow process analysis for all hospital departments
- Planned all aspects of occupancy and operational processes into new facility
- Managed training and orientation plan for over 3,000 staff members
- Managed equipment planning and procurement process for \$32 million equipment budget
- Key participant in all major construction and architectural meetings
- Established and managed move coordination budgets

**Director – Kentucky Neuroscience Institute and Orthopedics Service Lines** **2005-2008**

*3 Departments, 15 programs 60 plus physicians*

- Recruited: reconstruction surgeon, sports medicine surgeon, orthopedic spine surgeon, orthopedic trauma surgeons, pediatric neurosurgeon, stroke neurologist, epileptologist.
- Led Orthopedic implant savings initiative and saved over \$1.2 million per year
- Integrated Ortho and Neurosurgical spine practices to established the UK Comprehensive Spine Center
- Clinic expansion and integration of Neurosurgery and Neurology practices
- Relocated orthopedic spine and joint reconstruction program to UK Good Samaritan Hospital
- Acquisition and integration of a private practice sports medicine practice
- Relocated UK Sports Medicine practice to new facility
- Established 5 outreach clinics (orthopedics and neurosurgery) in rural Kentucky
- Pediatric Epilepsy Monitoring Unit expansion project
- Gamma Knife upgrade
- Awarded NAEC Level IV Epilepsy Center Designation
- Established the only American Parkinson’s Disease Education and Referral Center in Kentucky
- Successful Joint Commission reaccreditation for Primary Stroke Center Designation

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**LifePoint Hospitals, Inc.** **2000-2005**

**Georgetown Community Hospital - Assistant Hospital Administrator** **Georgetown, KY 2001-2005**

- Managed rehabilitative services, laboratory, physician reference lab, lithotripsy service, physician specialty clinic, dietary, environmental services, plant operations.
- Worked directly with CEO to develop and implement strategic plan
- Led hospital-wide constituency satisfaction initiatives for employees, patients, physicians, and community
- Managed lease arrangements with physicians in medical office building
- Developed physician recruitment contracts and practice budgets
- Surgery, MRI, and Intensive Care Unit expansion \$10 million construction project
- Mobile lithotripsy service and Nuclear medicine expansion
- Assisted in recruitment: 2 orthopedic surgeons, 2 OBGYNs, 2 bariatric surgeons, psychologist, and 2 family practitioners.
- Partnered with University of Kentucky to build radiation cancer center
- Partnered with University of Kentucky to create pediatric echo-cardiology clinic
- Established North Georgetown employed physician practice

**LifePoint Hospitals, Inc. Corporate Office – Administrative Resident** **Brentwood, TN 2000-2001**

- Reported directly to Chairman and Chief Executive Officer

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**Central Virginia Health Network (CenVaNet) Richmond, VA** **1998-2000**

Not for profit-Physician Hospital Organization

**Healthcare Operations Analyst**

**Education**

- 8/98-5/2001 Virginia Commonwealth University, Medical College of Virginia Richmond, VA  
Master Health Administration
- 8/95-5/98 Clemson University Clemson, SC  
Bachelor of Science, Health Science
- 8/93 – 8/95 Southeastern Community College, Whiteville, NC  
Associate Science

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### **Leadership & Community Activities**

- Chair – University of Kentucky Employee Benefits Committee 2018 -2020
- Chair – Staff Parrish Relations Committee First United Methodist Church – 2019- 2021
- FOCUS PDSA Certificate – 2019
- Lean Theory Principles Training - 2008
- Salvation Army Advisory Board – 2004-2005
- United Way Fund Distribution Committee – 2003-2005
- Georgetown Chamber of Commerce-Community Affairs Committee – 2002-2005
- Golden Key National Honor Society

❖ References Available Upon Request