

Kristen Green

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Education

Master of Health Administration

May 2019

University of Kentucky

Member: Upsilon Phi Delta Honor Society

Member: Master of Health Administration Student Association

Bachelor of Arts in History

May 2015

University of Kentucky

Member: Phi Alpha Theta Historical Society

Professional Experience

Ambulatory Clinical Operations Director

March 2021 - Present

UK Healthcare

- Partner with Ambulatory Chief Medical Officer, Department Chairs and the Ambulatory Leadership Team to ensure fiscal stability, quality, and efficiency of the Primary Care footprint. To support programmatic growth and accountability to the goals of the Enterprise.
- Responsible for the clinical operations, fiscal stability, and programmatic growth for all Ambulatory Adult Primary Care Services, currently including 16 Primary Care Clinics located Lexington, Georgetown, Hazard, and Hindman, KY.
- Revenue cycle/budget management
- Human Resource Management, building teams that work
- Work closely with outside clinic managers and department heads to ensure quality and efficiency is maintained throughout a large scale, cross-functional area
- Create and maintain an environment of continuous improvement that engages leadership teams, staff and providers
- Initiate and fund marketing initiatives
- Key Accomplishments:
 - Improvements in patient satisfaction, quality metrics, and standardization across the Primary Care footprint
 - Unification of the Family Medicine and Internal Medicine Operations Leaders to promote standardization across care teams
 - Obtained Tier 1 status in employee engagement 2022
 - Created a student Co-Op program for high school students obtaining an SRNA to facilitate a clinical staffing pipeline in response to staffing shortages.
 - Facilitated a comprehensive onboarding program for new directors and their management teams

Practice Manager III

October 2019 - Present

UK Healthcare, Markey Cancer Center Multidisciplinary Clinic

- Oversee all clinic operations of multidisciplinary clinic with 31 providers and 43 staff
- Partner with medical director and division chiefs to ensure quality and efficiency
- Revenue cycle/budget management
- Growth planning and development
- Human Resource Management, building interdisciplinary teams that work

- Work closely with outside clinic managers and department heads to ensure quality and efficiency is maintained throughout a large scale, cross-functional area
- Create and maintain an environment of continuous improvement that engages staff and providers
- Participate in marketing initiatives
- Key Accomplishments:
 - Developed care teams within previously siloed work functions to integrate medical assistants and schedulers into clinical teams. Integration improved work satisfaction and buy-in from staff, encouraged teamwork, and increased efficiency.
 - Created cross-trained positions to provide even coverage across disciplines, work functions, and multidisciplinary Markey clinics (HNRC & Multi-D). Positions effectively mitigate staffing shortages and offer opportunity for those that aspire to lead as they learn how to identify and balance daily needs of the Cancer Center to fill gaps appropriately.
 - Expanded Medical Assistant role to include ownership of clinic throughput. This reduced wait times, created more efficient clinics, increased provider support, and increased reported job satisfaction for medical assistants.
 - Created a culture of transparency and continuous improvement. Staff are encouraged to look for solutions to everyday problems and develop pilots that are in turn supported by management, we currently have 5 staff led projects and pilots underway.
 - Implemented Multi-D branch of Markey Access Center and worked with the project lead to develop best practices and maintain a high standard of care delivery in each patient introduction to Markey.

Practice Manager III

July 2018 - October 2019

Baptist Health Medical Group

- Responsible for daily operations of Family Medicine Clinic with 10 providers and 21 staff in two suites, average 160 patients scheduled per day, open 7:30-7 weekdays and 9-4 on weekends
- Maintained clinic recognition for *Patient Centered Medical Home* and *Vaccines for Children* program status
- Monitored provider productivity and quality metrics. Leveraged staff processes to fill in quality gaps.
- Revenue cycle/budget management; mitigated billing/coding and documentation errors
- Monitored in-basket tasks of providers and staff to ensure efficient patient care and communication
- Human Resource Management
- Template management
- Ensured clinic operations work to support organizational initiatives/goals
- Onboarded new providers - expanded by two in FY2019
- Clinic budget construction for FY2020
- Key Accomplishments
 - Recognized for *Most Reduced Turnover in Region* by BHMGM in 2018
 - Recognized as “*Champion*” in *Exceptional Leadership* by BHMGM in 2018
 - Improved ‘wait time under 15 minutes’ metric to goal (quarter) using creative problem solving
 - Improved ‘recommend provider office’ metric FY19
 - Successful pneumonia vaccine pilot to incentivize medical assistants to partner with providers to ensure all recommended recipients were offered/given vaccine at clinic visit. Published in BHMGM newsletter “Tates Creek Office Develops ‘Best Practice’ to Encourage Pneumonia Vaccines” - link attached http://baptistbhmgm.us/newsweaver.com/thepulse2018/11f1pdzkk75knhh8pa8eyi?email=true&a=2&p=450075&t=249766&fbclid=IwAR0SJBUS1cWdnN9ybscOjStzMeQCAwIIIFboelV4VmLdgyAB_6KEVilyKjJA
 - Managed clinic renovation and expansion project to add three additional patient rooms, employee lounge area, and conference space.
 - Established “Weekly Updates” clinic newsletter to keep staff informed and highlight wins of the week. This was highlighted in a regional manager meeting and all BHMGM Lexington primary care practices adopted it as best practice.

Intake Coordinator

August 2010 - July 2018

Lexington Infectious Disease Consultants

- Manage all outpatient intake processes and staff; including insurance benefit assessments, clinical triage, and care logistics planning
- Serve as physician liaison to develop and maintain positive relationships with referring physicians & staff to expand the reach of the practice
- Monitor template efficiency and access for new patient appointments
- Manage patient satisfaction survey program & produced quarterly reports with data analysis
- Assist with MIPS quality reporting processes and Meaningful Use implementation
- Periodically serve as front office manager
- Conduct market research & case mix analysis
- Contributed to front office administrative recruitment & hiring including candidate choice and phone interviews
- Developed positive and productive relationships with referring offices
- Key Accomplishments:
 - Developed a Comprehensive Best Practices Initiative (2017) including brand building, website redesign & launch. Secondary initiative included interdepartmental process improvements to increase efficiency and quality.
 - Served as sole copyright for the practice website, Hospital Avoidance Program initiative, & Physician Outreach Program marketing materials (newsletters/instructional materials & forms) - link attached <https://www.lexidc.com/>
 - Created and managed an employee recognition program
 - Development of a branch of the practice's marketing strategy & implementation including community outreach
 - Transitioned patient satisfaction survey program to digital format and developed a reporting structure to display reviews and ratings on the practice website

Procedure Scheduler/Receptionist

November 2008 – August 2010

Central Kentucky Gastroenterology

- Completed transfer of care to outside clinics & processed all incoming referrals to the practice
- Completed registration and insurance verifications for all procedures and clinic patients
- Scheduled procedures & obtained prior authorizations
- Maintained and transferred medical records

Organizations

American College of Healthcare Executives: Member

2020-Present

Medical Group Management Association of Kentucky: Member

2017 - 2019