

# NATALIE COOPER

(423) 779-2720

[Natalie.Cooper@Commonspirit.org](mailto:Natalie.Cooper@Commonspirit.org)

A young healthcare professional looking to make a difference in her community by further developing leadership skills, making connections, continuing to learn and encouraging those around her.

## EDUCATION

MAY 2020

**MASTER OF HEALTH ADMINISTRATION**, UNIVERSITY OF KENTUCKY

MAY 2018

**BACHELOR OF SCIENCE IN HEALTH AND HUMAN PERFORMANCE**, AUSTIN PEAY STATE UNIVERSITY

## EXPERIENCE

MARCH 2021 – PRESENT

**MARKET MANAGER- ONCOLOGY SUPPORT SERVICES**, CHI SAINT JOSEPH HEALTH

- Assisted in the expansion of the market wide Cleveland Clinic affiliation including quality, process, and strategic initiatives
- Launched a robust financial navigation program to reduce financial toxicity in cancer patients throughout the KY market
- Led a cancer screening initiative focused on outreach related to lung, breast, colon, prostate, and cervical screenings
- Implemented market wide referral coordination and intake process for 6 cancer centers
- Collaborated with a multidisciplinary group including surgeons, oncologists, doctors, nurse navigators, and tumor registrars to develop a GI Tumor Board
- Planned and executed the construction and opening of a new medical oncology clinic space and resource center
- Establishing consistent processes related to support services throughout the KY market including billing, authorization, social work, genetic counseling and financial navigation
- Working daily with a team of over 20 employees to remove barriers, solve problems and encourage the highest quality of care possible for patients

JUNE 2020 – MARCH 2021

**MANAGER- ONCOLOGY SUPPORT SERVICES**, CHI SAINT JOSEPH HEALTH

- Developed strategic pathway and growth initiatives for the Lexington Oncology Service Line
- Focused heavily on throughput and process improvement for infusion services, medical oncology clinic, genetic counseling, referral coordination, and scheduling guidelines

- Streamlined lung screening scheduling coordination and lung nodule navigation process
- Implemented standard processes for chemotherapy and radiation authorizations
- Established consistent volume tracking and data reports for the cancer center

#### **FEBRUARY 2020 – JUNE 2020**

##### **PROJECT MANAGER- ONCOLOGY, CHI SAINT JOSEPH HEALTH**

- Established process improvement strategies for several aspects of the Center including revenue cycle, HIM, clinic paper work, and clinic communication
- Coordinated implementation of Cleveland Clinic Affiliation in Lexington including program development, strategic planning and staff education
- Led redesign of one call cancer line for new patients and second opinion requests and scheduling
- Led and assisted the support services staff to improve day-to-day workflow
- Facilitated the launch of a survivorship program and chemotherapy education clinic visit
- Developed advanced reporting tool to monitor program development and growth
- Collaborated with the Director to improve roles and set benchmark goals for the support services staff in light of COVID-19

#### **AUGUST 2019 – FEBRUARY 2020**

##### **PROJECT MANAGER- STRATEGY & DEVELOPMENT, CHI SAINT JOSEPH HEALTH**

- Managed the contract services negotiation and implementation planning of *Telestroke* services across the Kentucky region
- Oversaw planning process and supported logistics operations of the *Community Retail Pharmacy* launch
- Coordinated patient flow initiatives and facilitated partnerships among Medical Staff, nursing, ancillary services and Access Center
- Set goals and developed education for system-wide USP-800 compliancy

#### **MAY 2019 – AUGUST 2019**

##### **ADMINISTRATIVE INTERN- STRATEGY, CHI SAINT JOSEPH HEALTH**

- Worked closely with the Vice President of the department to understand the role of strategy in the healthcare market
- Established benchmarks for different facilities in the Saint Joseph based on patient volume, outmigration, and service demand
- Gained a better understanding of the various components of CHI Saint Joseph Health by participating all Senior Executive, Medical Group, Physician Development and other departmental meetings
- Managed various projects and pilot programs in Pharmacy, Oncology, and Compliance departments