



Senior Healthcare Operations Manager

Emily Clark

Professional summary

Senior Operations Manager with experience in healthcare management, specializing in streamlining hospital operations, improving patient care processes, and managing a diverse range of healthcare services.

Experience

Senior Healthcare Operations Manager

June 2020 - Now

St. Joseph's Medical Center / Los Angeles, CA

- Oversee daily hospital operations, managing staff, patient flow, and departmental budgets.
- Spearhead initiatives to reduce patient wait times, leading to a 15% improvement in patient satisfaction scores.
- Introduced a new scheduling system that reduced staff scheduling conflicts by 20%, improving department efficiency.
- Manage a team of 25 administrative and operational staff, providing leadership and professional development opportunities.

Operations Manager

January 2014 - May 2020

Westside Medical Group / Los Angeles, CA

- Directed operations for multiple outpatient clinics, streamlining patient intake.
- Collaborated with medical teams to develop patient-centered care programs, improving overall patient satisfaction and clinical outcomes.
- Led the implementation of new electronic health record (EHR) systems.

Achievements

- Reduced patient wait times by 15% through operational improvements, enhancing the overall patient experience.
- Successfully managed the hospital's response to the COVID-19 pandemic, ensuring smooth operations and patient care continuity during crisis periods.

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United States, Los Angeles, CA

Education

Master of Healthcare Administration (MHA)

University of California, Los Angeles

United States, Graduated: May 2013

Bachelor of Science in Nursing (BSN)

University of Southern California

United States, Graduated: May 2009

Certifications

Certified Medical Manager (CMM), American Academy of Medical Management, November 2018

Skills

Healthcare Operations & Strategy



Staff Management & Development



Budgeting & Financial Planning



Process Improvement (Lean Healthcare)



Patient Care & Satisfaction



EHR Implementation & Management



Regulatory Compliance

