

WORK EXPERIENCE

OhioHealth

2/11 - Present

OhioHealth is a not-for-profit, faith-based system of 12 hospitals and multiple ambulatory care sites, located in Columbus, Ohio.

Senior Director

3/16 – Present

Operations oversight of the OhioHealth McConnell Heart Health Center, an integrated medically-based fitness center; and the OhioHealth Neuroscience Wellness Center. Integration of prevention and wellness programs into continuum of care pathway for Service Lines (Heart, Oncology, and Neurosciences).

- Direct teams responsible for oversight of all clinical and retail programs & services: \$28M clinical services, \$6M retail services, 175 plus total associates, and facility operations.
- Trained and developed four associates into higher leadership roles: two into managers; two into directors.
- Over a period of 1.5 years, led a multidisciplinary team of 15 individuals, including IT, human resources, design and construction, clinicians, legal and operations to open a state-of-the-art neuroscience wellness center.
- Managed team of seven managers/directors that collectively increased Net Operating Income by 150% in a span of six years.
- In partnership with the OhioHealth Employer Services division and Huntington Bank Corporation, expanded the organizational business portfolio to include corporate fitness center management services (\$1M gross revenue).
- Led Process Improvement initiatives, over two years, within areas of responsibility leading to \$250K in cost savings annually.
- Led a team of 175 directors, managers and associates that collectively achieved a prestigious excellence in service award (Press Ganey's Guardian of Excellence award for Patient Satisfaction) 14 years in a row.

Director

3/11 – 3/16

Operations oversight of The McConnell Heart Health Center, an integrated medically-based fitness center. Inclusive of clinical programs and retail services.

- Directed teams responsible for oversight of all clinical and retail programs & services: \$28M clinical services, \$5M retail services, 150 plus total associates, and facility operations.
- Trained and developed two associates into higher leadership roles: one into a manager; one into a director.
- Managed teams that collectively increased Net Operating Income by 55% from 2014 to 2016 through a business organization remodel and internal marketing efforts.
- Led a team of 100 managers, supervisors, and associates that increased customer satisfaction survey scores each year from 2012 to 2016. The resulting scores were in the top 10% in the industry.
- Through relationship-building, transparency, communication, and rounding, maintained a positive work culture with employee turnover rates at <5% per fiscal year.

Lake Erie College of Osteopathic Medicine

The Lake Erie College of Osteopathic Medicine (LECOM) is a school of medicine, dentistry, and pharmacy with a main campus in Erie, Pennsylvania, and branch campuses in Greensburg, Pennsylvania; Bradenton, Florida; and Elmira, New York.

Executive Director

6/08 - 2/11

Operations oversight of the LECOM Medical Fitness and Wellness Center, an integrated medically-based fitness center. Served as adjunct faculty member within the medical college.

- Formed and directed eight teams responsible for oversight of all retail programs and services: \$2.5M gross revenue, 36 plus full-time associates and 90 plus total associates.
- Trained and developed two associates into manager-level roles.
- Led, on budget, the opening of the new integrated fitness center including preopening operations, hiring the leadership team, achieving pre-opening sales targets, public speaking/media events, development of policies, and contractor/vendor relationships.
- Assisted in construction and occupancy planning including information systems, capital management and procurement of new equipment for the new center.
- Led a multidisciplinary team of eight that developed 4 medically-based wellness programs based on local demographics and community need.

Mountain States Healthcare Alliance

Mountain States Health Alliance is a not-for-profit healthcare system of 14 hospitals, serving 29 counties in Tennessee, Virginia, Kentucky and North Carolina.

General Manager

1/05 – 6/08

Operations oversight of The Wellness Center, an integrated medically-based fitness center, which is part of Mountain States Health Alliance.

- Directed teams responsible for facility operations, program and services, \$2.1 million gross revenue, 15 plus full-time associates and 40 plus total associates.
- Trained and developed four associates into leadership roles: two into managers; two into coordinators.
- Led, on budget, preopening operations, occupancy planning, interviewing and hiring management positions, sales, public speaking events, policies and procedures development, and contractor/ vendor relationships.
- Over three years, increased personal services revenue and total gross revenue by 45% and 36%, respectively.
- Over a period of one year, transitioned operations, equipment, staffing, and 2,000 members from two smaller centers to one larger, state-of-the-art center.
- Project-managed a team of six that implemented a member management software system that eliminated mailed invoices, while increasing electronic funds transfer payments by 450%, over a two year period.

EDUCATION

University of Houston Doctoral Degree in Pharmacology

Texas Lutheran University Bachelor of Arts in Chemistry and Exercise Science.