

Amanda M. Smith, MHA

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Summary

Healthcare administrator with a strong background in clinical management. Highly effective in driving towards clinical quality and effectiveness while remaining within budgetary boundaries. Prioritizes patient satisfaction within the parameters of a rapidly changing healthcare delivery climate.

Experience

Director of Primary Care

April 2017-September 2019

Griffin Faculty Physicians, Griffin Health, Derby, Connecticut

- Provides overall management of primary care operations within the group.
- Oversees integration of new primary care providers and practice locations as needed.
- Creates and executes strategies for increasing productivity, enhancing patient satisfaction and improving quality of care within the group.
- Oversees Patient Centered Medical Home program.
- Establishes priorities for population health management, including completion of ACO quality measures.
- Reviews monthly financial performance. Identifies opportunities for improvement and works with practice managers and physicians to develop action plans.
- Ensures compliance to fiscal standards with focus on volume, payer mix, fees, customer service initiatives, productivity, coding and documentation, non-provider labor, building occupancy expenses, and clinical supply costs.
- Participates in annual budget development, and is accountable for practice adherence to budget and/or other fiscal goals.
- Ensures subordinate managers and staff are trained, capable and held accountable to provide high quality care in a caring manner, as well as for all other tasks within practice.
- Provides ongoing performance appraisal of all subordinate managers and supervisors, with the assistance and input of the Executive Director and appropriate physicians.
- Ensures that all staff members maintain appropriate licensure and certifications as required, as well as coordinating yearly competency evaluations.
- Ensures that all locations comply with regulatory requirements and applicable safety standards.
- Ensures accuracy of payroll and approves weekly submission. Ensures overtime and/or temporary personnel are within budget.
- Maintains communication with Executive Director and Operations Director on weekly basis to review priorities, action plans, and assigned projects.
- Conducts weekly meetings with practice managers and other stakeholders.
- Organizes and sets agenda for monthly division meeting for providers and staff.
- Makes recommendations to Executive Director on provider recruitment, staffing and operational aspects of the practice.
- Analyzes downstream revenue and referral patterns, and provide recommendations on how to minimize leakage from the network.

Practice Manager

October 2007- June 2015

Hematology-Oncology Division, Hospital of the University of Pennsylvania, Philadelphia, Pennsylvania

- Served on several process improvement committees designed to improve faculty, staff, and patient experience within the Cancer Center and across the Penn network
- Attended the Penn Leadership Academy and worked on hospital-wide quality improvement programs, including the roll-out of Epic EHR and scheduling software
- Direct supervisor of 24 Division administrative assistants
- Assured administrative staff compliance with all Penn protocols and initiatives through monthly staff meetings and daily personal contact
- Interviewed and trained all new administrative support staff
- Created and maintained a high level of accountability through performance management with existing staff, coached under performers to increase skill sets.
- Oversaw year-long move of Division offices to new campus facilities
- Responsible for Physician on-boarding, including assigning office space, administrative support, and clinical rooms
- Functioned as HR recruitment liaison for the Hematology-Oncology Division

- Managed Hematology-Oncology administrative payroll and timekeeping
- Triaged daily issues, including staff coverage, provider/patient schedules and quality concerns

Executive Administrative Assistant

September 2005-July 2007

The Office of Dr. John B. Mulliken, Boston Children's Hospital, Boston, Massachusetts

- Handled the daily office operations of a world renowned cleft lip, palate and vascular anomalies surgeon
- Acted as communication liaison between hospital administration, various departments, surgeons and patients
- Provided organized and efficient service to patients and doctors, including, but not limited to: scheduling surgeries, tests, office visits and meetings as well as coordinating international visitors to the site and planning speaking engagements
- Assisted in the interview and training process for multiple departmental employees
- Fostered positive and lasting relationships with doctors and patients in the United States and abroad

Office Assistant

Summer 2003, June 2004- August 2005

The Office of Dr. Amitava Ghosh, Mt. Pleasant, Michigan

- Gained important skills and knowledge in all areas of running a private general and vascular surgeon's office, including scheduling surgeries, tests, consultations and office visits
- Learned to navigate the complexities of medical billing for both insurance companies and patient accounts and was responsible for the office's overall budget

Education

Masters in Health Administration

May 2011

St. Joseph's University, Philadelphia, Pennsylvania

Honorary Societies: Alpha Epsilon Lambda, Omega Chapter, St. Joseph's University

Bachelor of Arts in History; Minor in English Literature

May 2004

St. Lawrence University, Canton, New York