

SCOTT JAMES

68970 8th Street, Edwardsburg, MI Phone: 574.261.1174

E-Mail: sjames@memorialsb.org

HEALTHCARE MANAGEMENT AND OPERATIONS

Physician Group Practice Management

Surgical Center Management Development and Consulting

Lean Process Implementation/Strategic Financial Management/Quality Improvement

Innovation Trainer/Supply and Inventory Management

Budgeting and Expense Control/Strategic Planning/Marketing

Contract Negotiating and Analysis/Human Resources/Risk Management

PROFESSIONAL PROFILE

- Executive consulting on privately owned and joint venture surgery centers, imaging centers, urgent care centers, cancer centers, physician offices and rural health clinics
- Successfully turned around multi-specialty surgical center who had suffered 6 years of loss and embezzlement. Restored culture and trust within the practice
- Successfully recruited 4 new surgeon owners and 4 new credentialed surgeons in less than 12 months for a multi-specialty surgery center
- Successfully transferred an existing Family Practice into a Rural Health Clinic. Passed State of Indiana Survey, created new policies and procedures, trained physician and staff prior to survey
- Successfully developed and implemented a Lean Process Improvement project within 3 Urgent Care Centers and Primary Care Offices
- Experience as Lean Daily Management Trainer, Innovation/Healthcare R&D “Guru” and New Employee Customer Service Trainer
- Created Activity Based Costing analysis regarding cases performed within an ambulatory surgical center
- Demonstrated ability in working with multiple specialties: Orthopedics, ENT, General Surgery, Ophthalmology, Plastics, OBGYN, Pain, Podiatry, Spine, Family Practice, Pediatrics, Internal Medicine, and Urology
- Experience with AAAHC, JCAHO, Medicare and State surveys
- Board Officer, Secretary, Central Washington Medical Practice Association
- Speaker, Marketing ASC’s, National Ambulatory Surgery Center Conference, Nashville, TN 2009
- Successfully exceeded facility budget for 2010 which led to the best financial performance in its history
- Performed physician productivity analysis that led to a 21% increase in physician compensation for Ireland Road Medical Group

PROFESSIONAL EXPERIENCE

Practice Manager, Ireland Road Medical Group and Med-Point (Urgent Care) November 2008 – Present

- Manage overall operations for a multi-specialty group and 1 urgent care facility
- Responsibility for all clinical and business office personnel
- Monitor operating expenses and implement cost-conscious operating initiatives
- Establish and review key operating statistics with Senior Director of Operations
- Coordinates meetings including Physicians, Medical Director/Management, and Staff
- Responsible for the implementation and maintenance of clinical and business operating policies and procedures
- Responsible for payroll, accounts payable and inventory
- Oversee ancillary areas within Group Practice including: X-Ray, Lab and DEXA
- Responsible for the operations and financial performance of a hospital owned Urgent Care Center

Chief Executive Officer, Yakima Ambulatory Surgical Center, LLC, Yakima, WA February 2007 – February 2008 Administrator Consultant February 2008 - September 2009

- Responsibility for 100% of facilities operations
- Daily management of facilities assets and liabilities
- Monitor operating expenses and implement cost-conscious operating initiatives
- Responsible for reporting financials and key operating indicators on a monthly basis to the management board and quarterly to the physician stakeholders
- Worked closely with local Chamber of Commerce and Rotary Club to enhance community education and involvement
- Creation of a positive family/work culture and new leadership team
- Responsible for turnaround of surgical center operations and culture due to prior administrative embezzlement
- Responsible for strategic operations and marketing management
- Oversee managed care contracting and negotiations. Monitor contracts and reimbursements levels on an ongoing basis
- Coordinate the credentialing of medical staff
- Coordinates all committee meetings including Clinical Review, Quality Improvement, Management, and Owners
- Responsible for the development and maintenance of clinical and business operating policies and procedures
- Oversee business development, marketing, public relations, and physician relations including recruiting of new ownership
- Successfully received highest 3 Year Medicare Deemed Status Accreditation through AAAHC
- Successfully developed and implemented a new supply and inventory management system
- Analyzed and implemented a new billing and coding system

**VP of Business Development, Surgery Center Solutions, LLC, South Bend, IN
June 2001 –February 2007**

- Lead strategic planning and new business development division for an outpatient consulting company
- Responsible for managing and the development of outpatient care centers across the country
- Continuous coordination with key stakeholders and management leadership on creating strategic partnerships with vendors, contractors and community members
- Creation and revision of state and national policies and procedures for site specific outpatient care centers
- Responsible for knowledge of state and federal regulations that affect the operations of outpatient care centers
- Experience in development and/or management of ambulatory surgical, imaging, cancer and urgent care centers
- Completed successful accreditations through state and federal agencies
- Performed marketing and strategic financial studies for all current/prospective clients
- Responsible for media and community relations specific to each center location
- Monthly board reporting regarding status and key operational issues to the development and management of outpatient care centers

EDUCATION

- *Masters Business Administration*, University of Notre Dame, South Bend, IN
- *Bachelor of Science in Healthcare Administration*, Indiana University, South Bend, IN
- *Practice Administration Internship*, Memorial Hospital and Health System, South Bend, IN