

## **Memorial Sloan-Kettering Cancer Center**

### **Administrative Manager - Cytology, Diagnostic Molecular and Experimental Pathology Services**

#### Operations & HR Management

- managed day-to-day operations for three of four pathology services
  - oversaw HR aspects for 33 FTEs, 8 Attending Physicians
  - member of the monthly Patient Safety and Quality Assurance hospital-wide committee
  - budget development and oversight (operations, capital, grants)

#### Process Improvement and Regulatory Compliance

- analyzed Cytology service volume, workflow and processes resulting in increases in budgets, staff, and improved turnaround times
- developed SOPM for state certification of Diagnostic Molecular Lab enabling service to charge for tests used in clinical diagnostics of patients
- developed diagnostic molecular fees and coordinated their addition to the hospital charge master which enabled the charge/reimbursement of clinical tests
- ensured compliance with Balanced Budget Act by advising Administration on necessary changes to CPT codes and requisition forms

#### Facilities Management

- managed renovation and relocation of six research labs
- managed procurement and service contracts for equipment and services

### **Acting Administrative Manager - Surgical Pathology Service**

Oversaw operations for the Surgical Pathology service (25 FTEs and 8 Attending Physicians) for 10 months, while new Administrative Manager was recruited and onboarded the new administrative manager for 3 months.

#### Continuous process improvement

- automated a data extraction, analysis and reporting process that resulted in a 97% reduction in reporting of quarterly metrics

### **Project Coordinator, Regulatory Affairs - Hospital Administration Dept**

- led org-wide preparation (e.g., IT, Registration and Access, Medical Records, Facilities, etc.) for the JCAHO Laboratory Accreditation Survey (e.g., Radiology, Clinical Labs, Pathology, etc.) resulting in a score of 93
- developed market analysis for the successful launch of the Barbara White Fischman Women's Inpatient Center
- developed Certificate of Need applications and revisions of the Administrative Policy & Procedures Manual, Medical Staff Bylaws and Administrator On-Call Handbook

- tracked and reported physician/staff training and utilization of newly implemented Disease Management System
- oversaw procurement process for new vendor and design of patient gowns
- mystery shopped the donation process of the Blood Donation Center