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HEALTHCARE SYSTEM CHIEF EXECUTIVE OFFICER | MEDICAL AFFAIRS EXECUTIVE | EMS DIRECTOR

Emergency Medicine • Medical Administration • Patient Services • EMS Management

Providing Quality Management Oversight, Training and Medical Expertise to Advance Healthcare Excellence

EXECUTIVE SUMMARY

An intuitive **healthcare professional** and **medical doctor** with extensive experience in **Emergency Medical Services (EMS)**, **healthcare administration**, **education** and **consulting**. Natural leadership skills and background in managing Emergency Departments with 25,000+ annual patient volume, medical command with fleets of ten+ ambulances and business development. Proven capacity **to improve processes, increase regulatory compliance and enhance quality of care** within challenging financial situations. MBA education and complete business management / administration acumen. Principal and founder of business assisting private and municipal transport and 911 systems, with profits allocated for **charitable and social community benefit**.

CORE COMPETENCIES

- Infrastructure Redesign
- Business Development
- Cross-Functional Leadership
- Cost and quality target containment
- Entrepreneurial Skills
- Staff & Policy Development
- Project Management
- Accreditation and compliance
- Management / Administration
- Performance Improvement
- Feasibility Studies
- Interdepartmental Collaboration

CAREER HIGHLIGHTS

- **Consultant** to the **Burlington County District Attorney's Office** regarding the opioid crisis
- **Built EMS Company** from a two client base to serving over 25 private ambulance services, in environment of scrutiny for high levels (**\$15M**) of Medicare and Medicaid fraud with **zero client issues**.
- **Secured contract from Washoe County Health Department**, and provided **protocol revision guidelines for multi-agency Reno, Nevada EMS System**
- Managed **municipal EMS systems** for the **Republican National Convention** in Philadelphia; oversaw the overflow of tourists and visitors into Mount Laurel, a suburb of Philadelphia, during the **Pontiff Visit** in 2016.
- **Dean for the Department of Labor's Philadelphia Job Corp Program**. Helped establish the program within Philadelphia.
- **Keynote speaker** on numerous occasions at the University Level and at numerous medical conferences.
- **Speaker on CBS Evening News** on Taser injuries, 2015 (following event in Carolinas). Speaker on numerous occasions on local, regional Philadelphia news regarding issues of heroin addiction, overdoses, and community impact.
- **Established Active Shooter training** and guidelines for the Mt Laurel EMS System.
- Developed, in coordination with the Mt Laurel **Police Department**, **Taser training program** for management of resultant potential injuries.
- Provided testimony as **expert** for Medical EMS care in the **State of NJ** at council meeting of **Senate Subcommittee** in Trenton, NJ.
- **Examiner for Pennsylvania National Registry Paramedic Examinations** on multiple occasions.
- Acted as **Chairman/Interim Chairman** of Emergency Medicine Departments (i.e. Women's Medical Hospital).
- Preparing Mt Laurel EMS System for the 2016 Democratic National Convention.
- Established **Burlington County Basic Life Support Medical Directors Association**, with subsequent development of regional spinal cord protocols.
- **Medical Command Director** roles, including **Children's Hospital of Philadelphia Retrieval Ambulance**, **Temple University Hospital's Transport team**, amongst others.
- **Ensured Emergency Department functionality during hospital financial restructuring and closing**.
- **Standardized key protocols** across disparate county **EMS/pre-hospital systems**.
- **Spearheaded reaccreditation** of Episcopal Hospital as **EMS Base Command facility** for the City of Philadelphia

PROFESSIONAL EXPERIENCE

MEDICAL DIRECTOR FOR EMERGENCY MEDICAL SERVICES TOWNSHIP OF MOUNT LAUREL

2012 – Present
Mount Laurel, NJ

An agency providing 911 services to Philadelphia suburban EMS system (second largest in Burlington County) comprised of 120 staff members and volunteers and a fleet of seven ambulances and mass casualty trailers, to deliver services to a population of 42,000+.

Provide medical oversight of EMS care, staff training and remediation, protocol review and development.

- 80% participation rate achieved by standardizing essential processes across disparate county EMS / pre-hospital systems to improve consistency and foster communication between county-wide medical directors to maintain the most up-to-date level of care.
- Developed and introduced one of the first TASER injury training programs in the state in a partnership with local law enforcement agencies.

PRINCIPAL | FOUNDER | PARTNER EMS CONSULTANT GROUP

2010 – Present
Jenkintown, PA

A provider of staffing solutions, educational programs, process development, management, medical guidance, QA screening, compliance, training and independent medical review for insurance liability protection and EMS companies.

Conceptualized the business idea and developed service offerings. Responsible for negotiating client contracts, ensuring compliance and overseeing website, advertising and SEO while managing P&L and company financial budgeting.

- Grew the business to 13+ private ALS transport clients providing more than 65,000 ambulance transports each year.
- Authored and submitted an RFQ response and 120-page review with consolidation recommendations for EMS protocol standardization for the Washoe County, Nevada, with a diverse, multiagency EMS system.
- Zero client issues experienced by conceiving educational programs and training on current trends, equipment and PA procedures within an atmosphere of \$15+ million in Medicare / Medicaid fraud.

DEAN OF THE DEPARTMENT OF LABOR'S PHILADELPHIA JOB CORP EMS PROGRAM DEPARTMENT OF LABOR | PHILADELPHIA JOB CORP

2008 – Present
Philadelphia, PA

A government sponsored firm delivering marketable skill training and GED education to underprivileged high school age students and young adults.

Oversaw and developed EMS programs for EMT training, manage skill testing compliance and interact with EMS councils and onsite hospital training for EMT candidates.

- Implemented the EMT certification program, the most successful program in agency history, by partnering with the regional EMS council to identify staffing needs and hire the facility director and the EMS education coordinator.

EMERGENCY MEDICINE PHYSICIAN

VIRTUA WILLINGBORO (FORMERLY, LOURDES MEDICAL CENTER. NAME CHANGE 7/19)

2005 – Present
Willingboro, NJ

A provider of community hospital emergency care, the regional county psychiatric evaluation unit and rape crisis center, certified STEMI and stroke center.

Responsible for delivering emergency care to patients with acute illness, trauma care and stabilization, pediatric, adult medicine in single-physician coverage for 12 hours a day in a facility serving 100 to 110 patients daily. Conducted all radiographic reads and monitored patients undergoing IV contrast studies during radiology off-hours.

- Selected as the keynote speaker for the Deborah Heart and Lung center pulmonary medicine department regional conference, with an audience of 250+ tri-state respiratory therapists, RNs and pulmonologists, and invited as a speaker and EMS director panel participant for Rowan University EMS clinical education symposium.

**INTERIM CHAIR, DEPARTMENT OF EMERGENCY MEDICINE
WOMEN'S MEDICAL HOSPITAL**2005
Philadelphia, PA*A community hospital with a 35-bed ER.*

Assisted in the reopening of the hospital and shaping the development of the Emergency Medicine Department. Organized medical management and negotiated care agreements with neighboring tertiary care hospitals and ambulance services. Directed physician scheduling, chart audits and problem resolution.

- Managed department functionality throughout hospital financial restructuring and closing, provided leadership for the facility serving 25,000+ patients, and sustained a fully operational Emergency Department despite limited finances by maintaining stringent inventory controls to maximize resources.
- Zero mortalities in the safe transfer of critically ill patients attained by designing transport agreements with private ambulance services and higher-level care facilities during phase of hospital redevelopment.

**ASSOCIATE DIRECTOR OF EMERGENCY MEDICINE | NORTHEASTERN HOSPITAL
TEMPLE HEALTH SYSTEM**2000 – 2004
Philadelphia, PA*A \$1.6 billion academic health system dedicated to quality patient care, medical education and research.*

Assisted in the management of the community Emergency Department.

- Involved in the development and review of protocols for ionizing radiation studies to ensure compliance with federal regulations and patient / staff safety.
- Played a key role in launching a vital in-house ambulance transport system serving 15 to 20 critical care patients in the first year.
- Devised an educational program and presented lectures to dramatically enhance the partnership between Philadelphia fire / EMS staff and the ER to facilitate additional patient transfers to the medical center during a citywide period of facility closures and limited funding.
- Served on the stroke care committee and the health system neurosciences taskforce, coordinating management for acute neurosurgical pathology for all patients requiring surgical neurointervention.
- Certified training in EMS operations and planning for WMD and continuity of operations by TEEEX, the US Department of Homeland Security, and FEMA.
- Participated in protocol and policy development, advocated for funding and resources during a time of hospital closures within the system and a 50% spike in patients presenting to the ER.

**INTERIM CHAIR, DEPARTMENT OF EMERGENCY MEDICINE | EPISCOPAL HOSPITAL
TEMPLE HEALTH SYSTEM**

1999 – 2000

Managed the rebuilding of the Emergency Department, staffing and resources. Administered patient management pending transfer to Temple University Hospital. Initiated process of revamping charting to boost compliance and reverse pre-existing down coding. Instituted updates of bilingual patient discharge instructions.

- 23,000+ patient volume resurge after precipitous patient decline following a facility acquisition and resultant nursing strike nurtured by initiating efforts to reverse negative perceptions and rebuild trust from the local population, including development of bilingual discharge instructions and the additional of Spanish-speaking staff.
- Advocated for the needs of the Emergency Department to maintain full operations after a 50%+ drop in attending staff and critical care resources amidst multiple department closures in an environment with a high percentage of patients with HIV-related illnesses, heroin abuse, and penetrating trauma.
- Liaised with the Philadelphia EMS Disaster Planning Committee, arranged for surge staffing capacity and kept the committee apprised of resources and contingencies available in the event of a disaster in preparation for the Republican National Convention.
- Introduced bilingual electronic patient discharge instructions to enhance patient compliance for the 90%+ Hispanic patient population and reduce physician liability.
- Administered reaccreditation as a base command facility for the Philadelphia Fire / EMS system, ensuring completion of requisite certifications and required training by personally ascertaining that every attending physician in the ER received recertification as a command physician and arranging for site surveys.
- 0% change in statistical morbidity and mortality realized by managing disease pathology through establishment of an online reference library with links to MEDLINE, MICROMEDEX and various physicians electronic texts.

SELECTED HONORS AND AWARDS

- Mount Laurel Emergency Medical Services President's Award 2018 as Medical Command Physician for Exceptional Contribution & Service
- Awarded **Best in Medicine** by the American Health Council, 2017
- **Beta Gamma Sigma** Inductee
- **Director's Award** from the Executive MBA Program, 2016 for Outstanding Contribution to the Program
- Executive MBA Achievement Award for **highest GPA** (2016)
- Named 2011 **Top 10 performing Providers** in AtlantiCare Physician Group's Customer Service Survey.

EDUCATION

Executive MBA Program ▪ Rutgers Business School ▪ The State University of New Jersey, Newark, NJ ▪ **2014 - 2016**
Emergency Medicine Residency, Thomas Jefferson University Hospital and Trauma Center; Philadelphia, PA ▪ **1996**
Internship ▪ Emergency Medicine Training Program ▪ Thomas Jefferson University Hospital ▪ **1994**
MD ▪ Health Science Center at Syracuse College of Medicine, State University of New York; Syracuse, NY ▪ **1993**

SELECTED LICENSURE & CERTIFICATIONS

American Board of Emergency Medicine Diplomat. Commonwealth of Pennsylvania, Medical Physician and Surgeon
State of New Jersey, Medical Physician and Surgeon. State of Florida, Medical Physician and Surgeon

SELECTED MEMBERSHIPS & AFFILIATIONS

- Fellow of the American College of Healthcare Executives
- Fellow of the American College of Emergency Physicians | Fellow of the American Academy of Emergency Medicine
- New Jersey Medical Reserve Corp, Volunteer & Active Physician
- American College of Healthcare Executives | Society for Academic Emergency Medicine
- American College of Emergency Physicians | American Academy of Emergency Medicine
- Fellow of the American College of Emergency Physicians.
- Fellow of the American Academy of Emergency Medicine