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Medical Operations Executive

Clinical Leadership • Healthcare Administration • Disaster Relief

Healthcare executive with wide experience in senior clinical and administrative roles, including Department Chair, relief expedition principle, and founder of medical consulting group. Rutgers Executive MBA, Board Certified in Emergency Medicine. Expert in current clinical practice and contemporary healthcare, business, and regulatory environments.

- **Operations Management:** Proven capacity to improve processes, increase regulatory compliance, and enhance quality of care in challenging financial environments. Combines strong healthcare knowledge and business acumen.
- **Team Leadership:** Recruits, trains, coaches, and inspires strong, engaged teams, clearly communicates responsibilities and goals, creates cultures of support and accountability, and drives consensus among all stakeholders.
- **Operational Efficiency:** Leverages cross-functional business acumen to streamline processes, implement benchmarks, apply key performance metrics, and build strong partnerships for synergies that drive mission and operational success.
- **Strategy Development:** Builds organizations committed to top-quality patient care and structured for financial realities. Guides organization in defining priorities, setting goals, ensuring compliance, and maximizing resource use.
- **Entrepreneurial Creativity:** Identifies new patient welfare and business opportunities, develops creative initiatives to deliver cost-effective services, eloquently evangelizes new programs, captures professional and community buy-in.

Selected Career Achievements

- Maintained full operational functionality and patient care quality for 2 hospital emergency departments in crisis situations, including strike and takeover / merger.
- Built successful emergency medicine consulting group (www.EMSConsultantGroup.com) with multiple contracts across US for restructuring and updating hospital and government emergency medical services.
- Key member of physician volunteer group collaborating with Azure Nursing College to provide medical assistance to impoverished, badly hit victims of Hurricane Dorian.
- Led first TASER safety training program in state of New Jersey in partnership with state authorities and Mt. Laurel, NJ Police Department; invited speaker on CBS News on taser injuries.
- Chosen to give keynote presentations at multiple healthcare conferences; hospital representative at county prosecutor-sponsored summit on opioid abuse; sought out for expertise in Philadelphia-area heroin problem.

Leadership Strengths

Healthcare Administration • Operations Management • Strategic Planning • Cross-Functional Leadership • P&L Management Change Management • Startups • Business Development • Process Engineering • Project Management • Infrastructure Redesign Regulatory Compliance • Quality of Care • Emergency Medical Services • Healthcare Accreditation • Strategic Partnerships

Career Progression

Medical Director for Emergency Medical Services | 2012—Present

Township of Mount Laurel Emergency Medical System | Mount Laurel, NJ

Recruited to manage 911 emergency medical service program for ~42,000-resident suburb in metro Philadelphia, covering Philadelphia Turnpike. Manages team of 120 employees and EMS volunteers and 7-vehicle fleet. Medical Director for Township police and fire departments.

- Developed and led pioneering TASER training program for Mount Laurel Police Department in collaboration with city and NJ state officials.
- Co-managed preparation and oversight of EMS services for 2016 Democratic convention and for visit of Pope Francis to US in 2015.
- Defined standardized EMS response protocols for COVID-19 situations in coordination with other regional medical regional directors.
- Convened and co-led multi-agency committee to review and revise spinal cord injury pre-hospital treatment protocols, gaining participation of 80% of regional EMS directors, and dramatically reducing outdated practices.

**Founder, Principal, Managing Partner | Jenkintown, PA
EMS Consultant Group | 2010—Present**

Co-founded and manages regional company providing staffing, training, process development, QA, clinical, and regulatory compliance assistance for EMS companies. Manages daily operations; negotiates client contracts, guides clients in selection of services, and oversees project delivery.

- Grew concept to company with national clients, providing over 65,000 trips per year in very highly regulated environment, with intense government scrutiny for Medicare/Medicaid fraud, with no client issues.
- Expanded services to include COVID-19 response guidance, helping clients and regional healthcare and government agencies minimize exposure through education and risk mitigation programs.

**Philadelphia Job Corps / US Department of Labor | Philadelphia, PA
Medical Director | 2008—Present**

Brought in for EMS expertise to develop EMT training and certification program, and lead collaboration with area hospitals and regional EMS partners in hiring faculty. Clinical and testing oversight for team of 6 instructors.

- Led regional collaboration to design and implement most successful professional certification program in Job Corps' history, with more students graduating than from any other job corps training program to date.

**Virtua Health Systems (formerly Lourdes Medical Center | Willingboro, NJ
Emergency Medical Physician | 2005—Present**

Recruited to provide single-physician emergency medical coverage, caring for up to 110 patients daily at 250-bed hospital serving community of ~180,000. Clinical supervisor of 20 nurses, aides, radiology staff, and ancillary personnel.

- Chosen as keynote speaker on EMS issues at multiple medical conferences, including tri-state pulmonary conference, and representing hospital at 2018 summit of health and law enforcement agencies on opioid crisis.

**Women's Medical Hospital | Philadelphia, PA
Interim Chair, Department of Emergency Medicine | January—March 2005**

Invited to co-lead restructuring of 35-bed ER after bankruptcy closure. Directed design of emergency medicine department, negotiated care agreements with tertiary care hospitals and ambulance services.

- Brought department to full functionality despite limited budget until board decided to close hospital later that year, achieving zero patient transfer deaths due to effectiveness of ambulance and tertiary care agreements.

**Temple Health System | Philadelphia, PA
Interim Chair, Department of Emergency Medicine | 2000—2004**

Promoted to co-direct 25-bed emergency department during major restructuring, managing all daily operations, and maintaining full emergency medical operations during time of strike and takeover. Member of acquisition and closure team.

- Member of leadership team launching important in-house ambulance system that saved lives of ~ 20 critical patients in first year; co-developed new protocols for ionizing radiation studies to comply with federal safety regulations.
- Created program to train Philadelphia fire and EMT staff in EMS operations and planning to facilitate patient transfers during citywide period of budget cuts and hospital closings.

Education

Master of Business Administration, Rutgers Business School, The State University of New Jersey, Newark, NJ, 2016

Emergency Medicine Residency, Thomas Jefferson University Hospital and Trauma Center, Philadelphia, PA

Emergency Medicine Internship, Thomas Jefferson University Hospital, Philadelphia, PA

MD, Health Science Center at Syracuse College of Medicine, State University of New York, Syracuse, NY

Certifications and Licensure

Diplomat, American Board of Emergency Medicine, Commonwealth of Pennsylvania

Medical Physician and Surgeon, Commonwealth of Pennsylvania

Medical Physician and Surgeon, State of New Jersey

Medical Physician and Surgeon, State of Florida

Highlighted Awards and Recognition

Mount Laurel Emergency Medical Services President's Award for exceptional contributions and service, 2018

Best in Medicine Award, American Health Council, 2017

Named one of top 10 performing providers by customers of AtlantiCare Physician Group, 2011

Director's Award for outstanding contributions to program, Executive MBA Program, Rutgers Business School, The State University of New Jersey, 2016

Executive MBA Achievement Award for highest GPA, Rutgers Business School, The State University of New Jersey, 2016

Selected Affiliations

Fellow, American College of Healthcare Executives

Fellow, American College of Emergency Physicians.

Fellow, American Academy of Emergency Medicine

Volunteer and physician, New Jersey Medical Reserve Corps

American College of Healthcare Executives

Society for Academic Emergency Medicine

American College of Emergency Physicians

American Academy of Emergency Medicine