

CONTACT

📍 Raymore, MO 64083

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✉ jenny.premiermedical@gmail.com

PROFESSIONAL SUMMARY

Skilled leader and strategic thinker with more than 23 years of administrative and operations experience. Proven track record with enhancing operational efficiency and customer satisfaction. Highly organized and detailed oriented. Self-motivated and eager to teach, to learn and empower others. Ability to provide support to execute leadership with problem-solving and decision-making. Competent in developing and maintaining effective relationships internally and externally. Knowledgeable with policies, procedures, and standards; complying with corporate rules and standards. Familiar with all aspects of daily business operations. Hard-working, highly motivated and eager to lend combined knowledge and administrative skills to enhance business performance. Resourceful and results driven with a passion for growth and efficiency to meet company needs and increase service value. 7 years of management experience with the ability to provide support and supervision to 20+ staff while executing actionable strategic plans that link stakeholders vision and strategies to deliver key performance indicators. Successful at collaborating with key client personnel to develop strategies for using enterprise-wide technology solutions on a national scale to achieve operational goals.

JENNY DAVEY

MANAGER/CONSULTANT



EXPERIENCE

Practice Administrator/Medical Consultant-Part-Time Contract

HOPE FAMILY CARE CENTER - Kansas City, MO (Hybrid)

07/2022 – Present

- Provide the highest level of management to the operating activities of a FQHC Primary Care Clinic focusing on improving quality care in the underserved communities.
- Create and implement policies and procedures for effective practice management.
- Implement new systems and operational technology software to be highly efficient with increasing revenue cycle for patient check-in.
- Ensure successful onboarding and credentialing of new providers and employees according to HRSA federal regulations.
- Liaison between operations and physician leadership to address and reinforce a culture of transparency and support.
- Ability to effectively balance several tasks, work to deadlines, and produce quality deliverables.
- Review, interpret and formulate actions plans associated with monthly financial and operational reporting.
- Analyze and Developed HR platforms for consistent onboarding, performance reviews and payroll.
- Network with external entities to develop internal training programs and job descriptions.
- Manage workflow collaboration across teams to ensure business investment is on track, executed and completed timely.
- Participate as a leader in people development, including recruiting, retention, mentoring, and professional development, talent management, and staff training.
- Collaborate with business partners, senior management, and executives to define project objectives, business processes, and requirements.
- Analyze key cost, utilization and quality data and interpreted results to assess the performance of the practice.
- Help practice meet and exceed expectations/milestones for achieving success.

Independent Healthcare Consultant, CEO/Owner

PREMIER MEDICAL CONSULTING, LLC – Raymore, MO

04/2023 – Present

- Streamline operational processes and drive business growth through strategic planning, yielding a 20% increase in client base.
- Foster strong relationships with healthcare professionals to ensure seamless patient care and enhance multidisciplinary collaboration.
- Lead innovative healthcare initiatives to improve service quality and patient satisfaction, positioning the company as a market leader.
- Optimize patient care processes, leading to a 15% reduction in treatment times and increased patient satisfaction.
- Establish comprehensive business strategies, securing a 25% growth in revenue and enhancing market presence.
- Coordinate with cross-functional teams to implement healthcare solutions, improving inter-departmental efficiency by 30%.

PROFESSIONAL SKILLS

- Electronic Medical Records
- Medical Terminology
- Customer Service
- Practice Management
- OSHA/HIPPA
- Provider Networks
- Quality Assurance/Compliance
- New Clinic Set-up
- Process Implementation
- Human Resources Management
- Business Development
- Executive Support
- Employee Retention/Payroll
- Employee Recruitment
- Organizational Change

SOFTWARE

Microsoft Office, One-Note, Outlook, Power Point, Excel, Google Applications, Adobe, Multi-Access, Citrix, Mosaiq, Filebound, NexGen, PACS, Aria, Relay Health, Pulse, Switchboard, Soft-Med, Mirror Image, Kronos, I-Know Med, Accutype, Mobilfone Paging, DSI/Suite, Magic Web, Tusk, Epic 100/200, Omninode, Pac-ware, Practice Plus, All Scripts, Position Manager, Lawson, Eclinical Works, Meditech, JB Dev, Converge, Patient Portal, On the Clock, Emdeon Assistant, AhiQa., Image Now, UltiPro, PowerBI, Swipe clock, Workday, ProWatch, Greenway, Canopy, Fexa-Work Orders, Updox, Jobvite, Paylocity, Insperity, ADP, Specialty Answering Service, Salesforce

EDUCATION

Bachelor of Arts in Applied Organizational Leadership

Mid America Nazarene University - Olathe, Kansas

Medical Terminology

Wichita State University
Wichita, Kansas

Diploma

Haysville Campus High School
Haysville, Kansas

Medical Consultant. Part-Time Contract (Remote)

HEALTHCARE ASSOCIATES, INC - Stilwell, KS

04/2023 - 06/2024

- Assisted the Provider Network Development team with responsibility for developing strong, stable provider networks nationwide and facilitating key recruitment related activities by obtaining letters of intent and contract agreements for managed care plans.
- Negotiated contracts with providers in accordance with Network Development Plan as outlined upon the onset of the project.
- Developed effective relationships with key influencers and external organizations.

Practice Manager

OAK STREET HEALTH - Independence, MO

01/2022 - 07/2022

- Provided the highest level of management to the operating activities of a new Primary Care Clinic focusing on the 65 and older population in the underserved communities.
- Coordinated financial operations, budgeting, accounting, expenses, and financial reporting tasks.
- Provided daily supervision and coordination of work activities for employees, offering motivation, a productive work climate and maintains a disciplined work group.
- Maintained reports for quality metric measures and process improvement.
- Ensured practice drives clinical excellence and creates a positive patient experience.
- Conducted hiring, promotions, terminations, performance reviews and appropriate disciplinary measures consistent with policies.

Practice Manager

KANSAS CITY UROLOGY CARE - Merriam, KS

02/2019 - 01/2022

- Provided the highest level of management to the operating activities of Urology and Oncology Practice while streamlining and coordinating the daily operations for five providers.
- Directed, managed and supported the entire practice's staff, which boosted efficiency and improved overall process flow.
- Built work schedules and staff assignments, taking workload, space and equipment availability into consideration.
- Created and implemented policies and procedures for effective practice management.
- Established solid relations with leadership and staff by attending board meetings and coordinating interdepartmental information exchanges.
- Maintained and tracked clinical inventories for all incoming/outgoing medications and injections.

Quality Assurance Supervisor

KVC BEHAVIORAL HEALTHCARE – Topeka, KS

03/2018 - 02/2019

- Provided the highest level of supervision to the Quality Assurance department while streamlining and coordinating the QA functions for the child welfare system.
- Facilitate quality management team meetings, assist with data and analytics for these meetings and assure accuracy and completeness of data presented.

HONORS & AWARDS

Phi Delta Lambda Honor Society

Inductee-Graduated Summa Cum Laude,
GPA: 3.95 (09/2014)

Star Award (2003-2004) - Via Christi Cancer Center, Wichita, Kansas

For exemplary effort in living the mission
and core values of Via Christi Health
System.

WEBSITE & PROFILE

<https://www.linkedin.com/in/jennvdavey/>

REFERENCES

References available upon request

- Develop expertise in and monitor compliance with Permanency Division policy and procedures, organizational utilization, contract compliance, and compliance with state and federal laws and regulations.
- Monitor local offices data entry, reports, files for completeness, timeliness and accuracy to mandate audits recommended by the state.

Plastic Surgery Scheduler

KANSAS MEDICAL CLINIC - Topeka, KS
07/2017 - 03/2018

- Provided the highest level of supervision to the operating activities of a Plastic Surgery department while streamlining and coordinating the surgery scheduling functions for two providers.

Patient Access Admitting Manager

ST. JOSEPH MEDICAL CENTER - Kansas City, MO
07/2016 - 07/2017

- Provided the highest level of leadership to the operating activities of the Admitting department while streamlining the registration functions within all areas of the hospital.

Medical Office Specialist/Coordinator

ST LUKE'S SURGICAL & PLASTIC SURGERY – Overland Park, KS
07/2012 - 09/2015

- Provided the highest level of supervision and support in the coordinating and planning of a new Plastic Surgery clinic.

Pulmonary Scheduler

ST. LUKE'S MIDWEST PULMONARY - Kansas City, MO
04/2011 - 07/2012

- Provided scheduling support for physicians, nurses and patients in a pulmonary clinic.

Radiation Oncology Assistant/Financial Counselor

KANSAS CITY UROLOGY CARE – Overland Park, KS
05/2006 - 03/2010

- Provided the highest level of administrative and financial support to a new Urology and Oncology clinic.

Radiation Scheduler III

KANSAS CITY CANCER CENTER – Kansas City, MO
07/2005 – 05/2006

- Maintained the highest level of scheduling support to physicians, staff and patients while providing patient advocacy for a leading Cancer Center.

Radiation Oncology Assistant/Charge Specialist

VIA CHRISTI CANCER CENTER – Wichita, KS
02/2001 – 07/2005

- Provided administrative support to physicians, staff and patients for a leading Cancer Treatment Center.