

DARRIELLE EHRHEART

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HEALTHCARE OPERATIONS MANAGEMENT AND LEADERSHIP

PROFILE



17+ years of progressive management experience. Proven success in facilitating corporate success and growth through effective leadership, coordination, and control of operational systems. Special expertise in strategic and operational planning, process improvement, risk management, cross-functional analysis, and project management. Consistent record of reducing costs and increasing profitability. Adept at coordinating operational functions, negotiating agreements, managing budgets, and developing relationships. Superior problem solving, resource management, and organizational improvement skills.

Areas of Expertise

Healthcare Operations Management • Finance Management • Strategic Planning • Lean Process Improvement • Leadership • Change Management • Organizational Improvement • Negotiations • Budget/Cost Control • Team Building • Employee Development • Risk Management • Solution Development • Project Management

EDUCATION

University of Wisconsin

Master of Business Administration (MBA)

University of Phoenix

Bachelors Science in Business Management (BSB/M)

CERTIFICATIONS

Fellow, American College of Healthcare Executives

Six Sigma Lean Professional (Cert #EHR070214)

Change Management Specialist (Cert #EHR112914)

Organizational Analysis (Stanford University)

PROFESSIONAL EXPERIENCE

Director of Ambulatory Operations

Provide oversight and strategic direction for all daily operations including, physical facilities, and environment of care, patient flow, patient/family satisfaction, quality/safety, accreditation/regulatory affairs, marketing, continuous improvement, financial performance, and site support services. Collaborate with key leaders and physicians across the hospital and practices to set priorities, achieve strategic initiatives, and ensure that competencies, licenses and regulations are met. Ensure sites are in compliance with state, federal, and healthcare regulations. Collaborate with purchasing/materials department to maximize economies of scale with vendor agreements and services. Responsible for incorporating continuous improvements, developing/implementing annual operating

**STANFORD CHILDRENS
HEALTH | LUCILE
PACKARD CHILDRENS
HOSPITAL STANFORD**

Palo Alto, CA
2017- Present

budgets, management of financial/business plans, defining performance objectives, and provide leadership to ensure the ongoing success of operations.

Selected Accomplishments:

- Oversee 13 ambulatory sites; 2 service lines
- Successfully grew Sleep Center patient volume by 20% year-over-year
- Led team to accredit the Stanford Children's Sleep Center
- Reorganized Pulmonary Function Diagnostics; improved patient volume by 15%
- Participated in Surgical Access Committee to implement Electronic Surgical Case Ordering and Electronic Consents in Epic to improve surgical access and patient flow; 40% decrease in pending orders and 3% increase in surgical volume
- Contributor in the Authorization workgroup to improve authorization process for services and patient communication; 5% reduction in service denials
- Collaborated in the development of a Jaw Surgery Program to expand services including Orthodontia and Dental
- Partnered with scheduling team and providers to improve access and patient scheduling for ophthalmology department; Decreased waitlist by 93% and referral to appointment time by 103%
- Partnered with new Providers, Provider Relations, and the Strategy and Business Development team to engage our community affiliates/colleagues, develop growth/expansion plans, and implement general surgery services in new areas
- Met Year-over-year goals to reduce controllable expenses by 3% and increase visit volumes by 4%; FY2017-2018

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Palo Alto, CA
2015 - 2017

Physician Practice Manager, Administration

Responsible for the overall operations, growth, development, success, and leadership of the Urology, Ophthalmology, Otolaryngology (ENT), Plastic Surgery, and General Surgery clinical services at Lucile Packard Children's Hospital (LPCH)/Stanford Children's Health (SCH). Service area responsibilities include patient/service experience, scheduling, operations, finance, billing, EMR (Electronic Medical Records), human resources, physician organization and communication, efficiency and profitability improvements, strategic planning, practice management, and development/marketing. Develop/maintain effective relationships with physicians, Packard Children's Health Alliance (PCHA) leadership, Faculty Practice Organization (FPO) leadership, Stanford School of Medicine (SOM) Departments and divisions, Site Managers, and ancillary and administrative services at LPCH (where applicable), to implement all practice goals.

**DIGNITY HEALTH
MEDICAL FOUNDATION**
Sacramento, CA
2010 - 2015

Manager, Clinic Administration

Provide leadership, direction, and support in a large group ambulatory setting to 20 full-time employees and 15 providers. Oversee practice operations for 9 specialty practices including, patient services/support, procurement, Human Resources, financial management, facility management, physician on-boarding/support, and application of organizational standards. Perform data analyses, forecasting, and metric reporting. Participate in and direct strategic plans, budget controls, financial plans, UM referrals, and staff scheduling to ensure effective delivery of services. Ensure compliance with organizational and regulatory requirements. Develop/maintain physician/staff relationships, build consensus, and create high-performing, multi-disciplinary teams within a Labor/Management environment.

**NATIONAL HEALTH
FOUNDATION**

Los Angeles, CA
2002 - 2010

Vice President, Information Technology & Administration

For 7+ years, member of senior management team. Oversee web applications, databases, software, hardware, networking, IT services/support, procurement, Human Resources, payroll, benefits, insurance, budgets, finance, and administrative operations. Perform data analyses and reporting. Carry out analyses, strategic planning, policy development, budget control, financial planning, and staff scheduling. Ensure compliance with organizational and regulatory requirements.

MILITARY EXPERIENCE

**UNITED STATES
MARINE CORPS**

US / Overseas
1985 - 1993

Tactical Data Communications Technician

For 6 years, maintained performance and functionality of computers, encryption devices, and complex communication equipment to meet military operational needs.

PROFESSIONAL AFFILIATIONS

- California Association of Healthcare Leaders, Board Member, (2017 – Present)
- Career Transition and Development Committee, California Association of Healthcare Leaders, Co-Chair (2016 – Present)
- United Cerebral Palsy of Sacramento and Northern California, Sacramento, Board Member (2012 – 2015)

PROFESSIONAL ASSOCIATIONS

- Association College of Healthcare Executives (2007 – Present)
- California Association of Healthcare Leaders (2010 – Present)

PROFESSIONAL DEVELOPMENT

Exceptional Leadership, Diversity and Inclusion, Integrating Principles of Patient-Centered Care, Marketing and Money in Healthcare, Managing for Morale: Effective Management Techniques, Developing Mentoring/Coaching Skills, Future of Healthcare Finance, Working Amidst Change: Tips and Tools for Leading Change, Team Building, Risk Assessment, Internal Controls & Business Processes, Building Emotional Intelligence, Leadership Competencies, Psychology at Work

TECHNICAL SKILLS

- Epic, Kronos (time keeping), Peoplesoft, AllScripts, Flowcast (IDX), Ceridian (time keeping), Vurv (recruiting), Taleo, Lawson.
- Windows Server, VMware, MS SQL, SQL Server, SQL Enterprise Manager, SQL Query Analyzer, MozyPro, Visual Studio, C#, Visual Basic, .NET, ColdFusion, Dreamweaver, Telerik Radtools.
- Windows, MS Office, Publisher, Access, Visio, Photoshop, Indesign, Illustrator.