

EDMUND L. ALLEN

Healthcare Administrator



Contact Information

PROFILE

With a deep passion for healthcare and a vision for transformative growth, I have dedicated my career to driving excellence within medical institutions. My journey has been characterized by a steadfast commitment to improving healthcare delivery, leveraging technology, and fostering a collaborative environment that empowers professionals to thrive.

SKILLS

Professional

- ❖ Compliance
- ❖ E-Clinical Works / EPIC - EHRs
- ❖ Finance / Marketing
- ❖ MS Office / Teams
- ❖ Patient Experience
- ❖ Servant Leadership

Expertise

- ❖ Ariba supplies
- ❖ Ambulatory Services
- ❖ Healthcare / PCMH
- ❖ Leadership / Management
- ❖ Medical Practice
- ❖ Patient Safety / OSHA

PROFESSIONAL DEVELOPMENT

- ❖ CEU 10 hours annually
- ❖ Six Sigma Greenbelt
- ❖ Senior NCO Correspondence
- ❖ Noncommissioned Officer Academy

EDUCATION

Morehouse School of Medicine
Doctorate in Health Administration
Third-year Student -current

Park University
Master of Healthcare Administration
GPA 3.85

Park University
Bachelor of Science
Management/Healthcare
GPA 3.75

Community College of the Air Force
Associate of Applied Dental Science

MEMBERSHIP

Association of University Programs in
Health Administration AUPHA
Medical Group Management
Assoc, national/local

CERTIFICATION

ACPM, candidate
Basic Life Support

EXPERIENCE

Eagle Physicians Family Medicine

Site Administrator | October 2023–November 2024

Developed and implemented organizational goals and objectives. Chaired process group; wrote organizational policies for daily collections, access to care practice, and patient dismissal procedures. Managed business performance, including budget management, personnel management, operations, and administrative functions for forty-eight members, including Physicians, Advanced Practice Providers, and support staff. Office specialties included PharmD, Sports Medicine, and Nutritional Medicine. Managed human resources ensuring optimal staffing. Led process improvement group for access to care, referral management, and patient experience to enhance financial status. Oversaw office budget, collections, and training, payment and hiring. Briefed physicians at monthly meetings.

Eagle Physicians Gastroenterology / Endoscopy Center (EEC)

Site Administrator | September 2021–October 2023

Directed clinical and support operations for a team of fifty-four, including Physicians and Advanced Practice Providers. Successfully led the clinical Ambulatory Surgical Center through an AAAHC inspection with minimal corrections. Spearheaded recruitment efforts for support staff, CRNAs, Physician Assistants, and MD positions. On-boarded a CRNA, RN Manager, and filled 33% of support staff positions. Secured a local contract vendor to supplement staffing needs, minimizing revenue loss. Focused the team on patient safety and customer service objectives. Modernized documentation and tracking processes, improving workload efficiency by 15%. Integrated EEC and Gastroenterology teams into a cohesive unit. Structured EEC with supportive members and equipment, increasing patient access by 29%, reducing documentation workload, and mitigating potential errors.

Novant Health Pediatrics

Clinic Administrator | October 2016–April 2021

Supervision and coordination of clinic staff operations. Oversaw fifty-two staff members, and two clinics following organizational policies. Responsible for a \$31M budget and monitoring of practice bottom-line performance. Tracked current and historical financial data; presented data to leadership and provider teams and regularly communicated with the financial liaison. Opened and supported newly integrated pediatric and urgent care clinics. Marketed clinic via local community services to promote physicians and Advanced Practice Providers. Facilitated staff communication via regularly scheduled meetings utilizing PowerPoint, Excel, and other MS Office products. Ran productivity and nonproductivity metrics via EPIC. Incorporated organizational and clinic policies and procedures. Identified opportunities based on feedback for quality improvement. Collaborated with other disciplines. Earned Patient-Centered Medical Home (PCMH) recognition for four consecutive years. Integrated access to behavioral and dietary health counselors. Provided coaching, feedback, and team training. Encouraged autonomy for members to foster ideas and innovations. Pioneered technology updates: forged medication scanning application process to reduce potential errors for the safe delivery of medications. Identified quality improvement opportunities; analyzed findings for clinical/clerical optimization. Reviewed and certified employee timecards and audited and submitted daily cash collections and enforced HIPAA/patient privacy compliance.

EDMUND L. ALLEN

Healthcare Administrator



Contact Information



CAREER

United States Air Force
Jul 1990-May 2014
Master Sergeant, Retired

United States Air Force

59th Medical Wing

Practice Manager | Jun 2013–May 2014

Managed resources, budgets, facilities, supplies, and equipment. Supervised 5 Non-Commissioned Officers (managers). Led a team of 142 personnel across five facilities. Tracked member development through training and career enhancement. Handled a \$2.6M quarterly budget, impacting over 95K DoD beneficiaries. Reported metrics analysis and exceeded goals. Increased productivity and budget rates by 5%. Enhanced service quality for clinical and support operations, achieving a 98% patient satisfaction rate. Ensured 97% documentation accuracy during management review and inspection.

59th Training Squadron

Department Manager | Sep 2011–Jun 2013

Directed thirty-five clinical and support staff. Oversaw 8.5K clinical/surgical procedures. Applied seven quality improvement measures. Prepped for JCAHO inspection. Enforced hospital infection control standards; 1.5K inspections attained 98% with no noted errors; inspected eleven clinics within the Medical Wing. Certified Schedule II drug accountability; instigated reports. Unit Personnel Liaison; enforced policies, and disciplinary actions, and supervised morale events.

48th Fighter Wing

Office Manager | Sep 2008–Sep 2011

Managed an office with direct supervision of eight members. Administrative oversight of 1.8K eligible beneficiaries. Coordinated clinic's time and schedule management. Reduced appointment cancellation rate by 7%. Purchased medical supplies and equipment for six specialty areas valued at \$480K annually. Engaged in critical conflict resolutions as a Patient Advocate. Satisfaction scores are above 90%.

82nd Dental Squadron

Clinic Manager | Sep 2004–Sep 2008

Safety representative guided the department to be a top unit in National Patient Safety Goals for 3 consecutive years. Project Manager for hospital surgical flight relocation and expansion, increased capability by 25%. Energetically sought credentials and garnered provider privileges at a local civilian hospital. Partnered with the hospital to accommodate outpatient and same-day surgical needs. Oversight of training; accomplished 150 annual certifications for thirty-five members; 98% of task objectives met.

82nd Dental Squadron

Facility and Logistics Manager | Sep 2001–Sep 2004

Acquisition of clinical supplies and equipment needs. Coordinated equipment maintenance, service agreements, and repairs. Decision-making determined resources for sixty providers and five clinic specialties at 98% efficiency. Compiled provider workloads and budget comparisons. Determined spend rate, inventory utilization with projected needs, and updated group. Reduced backorder and overstock inventory by 25%. Procured \$2M in digital radiographic equipment for education and clinical departments. Synchronized with other organizations and monitored shipments for timeliness.

Park University

Graduate Studies | Aug 2014–May 2016

I completed a Master's in Healthcare Administration degree.