

ELIZABETH JONES

MBA HRM, LEAN SIX SIGMA YELLOW BELT

HEALTHCARE HUMAN RESOURCES & OPERATIONS MANAGER

Respected human resources professional with extensive experience in leading operations and staff in healthcare organization. Proven track record in leading sizeable, cross-functional teams, multi-site management, driving engagement and retention, coaching, and staff development. Strong ability to forge solid relationships with strategic partners.

Core competencies include:

Team Building & Leadership • Labor Management • Recruiting & Staffing • Scheduling
Engagement & Retention Strategy • Profit & Loss Management • Training Programs
Relationship Building • Performance Evaluation • Patient Satisfaction • Leadership Coaching
Data Compilation & Analysis • Quality Control • Problem Solving & Decision Making
Certificate of Need Application Process

SELECTED ACHIEVEMENTS

- Oversaw the opening of two dialysis facilities, while actively managing three others. Created marketing plan, staffed new facilities, prepared for and passed Medicare Certification Survey with zero deficiencies.
- Maintained 100% employee retention for the last two years in the roles of Facility Administrator and Group Facility Administrator
- Coached and developed four employees into management positions, and two others into supervisory positions.
- Drove clinical processes to improve patient care resulting in 2 star level increases in two facilities on the National Kidney Foundation's Dialysis Facility Compare Star Program.

PROFESSIONAL EXPERIENCE

JUNE 2019 – PRESENT

MANAGER, LEAN PROCESS EXCELLENCE TEAM, LABCORP

- Manage and coach a team of Lean Administrators and Lean Practitioners
- Build strong relationships with key stakeholders and front line employees to deliver project results and drive continuous improvement
- Utilize data-driven decision making, including effective collection and monitoring of metrics for use in planning and prioritizing continuous improvement projects
- Oversee the management of the Continuous Improvement (CI) portfolio with the Revenue Cycle Management Department
- Work with the LCBS Acquisition Conversions team to provide acquisition/conversion support and resources as needed
- Identify CI event goals and potential quantifiable savings

OCTOBER 2018 – MAY 2019

PEOPLE SERVICES MANAGER, DAVITA

- Provided direct HR support for 1600 employees across the state of NC
- Developed and implemented retention and engagement strategies across two divisions utilizing data analytics, direct teammate feedback, observation, and root cause analysis
- Coached and trained new Facility Administrators and Regional Operations Directors in the areas of teammate engagement, teammate development and support, and performance management
- Facilitated discussions, and created action plans in bottom performing facilities
- Conducted facility culture check visits – worked directly with Facility Administrator to increase retention and engagement
- Presented training at Facility Administrator Meetings, Divisional Meetings, Director Meetings, Leadership classes
- Presented data analysis and strategy during monthly Operations Review Meeting with Group Vice President
- Created benefits training provided to all new employees during orientation
- Participated regularly in the interview process for leadership candidates

APRIL 2017 - OCTOBER 2018

GROUP FACILITY ADMINISTRATOR, DAVITA

- Operational oversight of 35 direct reports, 200+ patients, and \$6.5 million in revenue across five dialysis facilities.
- Operated as liaison between facilities and Regional Operations Director
- Participated in budget formulation and oversaw management of labor, inventory, and discretionary budgets
- Oversaw and managed the openings of two dialysis facilities
- Ensured accuracy of patient charges and timely submission to DaVita Corporate Office
- Planned, organized, and supervised nursing, technical, and biomedical teammates to ensure high quality patient care according to company policy.
- Drove clinical operations and outcomes in all facilities
- Managed patient concerns as necessary to ensure patient satisfaction
- Regional Program Manager of regional STAR (Select, Train, and Retain) program – oversaw the onboarding and training of all new employees, provided support during the 12 week training process, and ensured completion of all classroom and computer training required to complete training program
- Divisional Missed Treatment Lead – Led project to improve patient missed treatment rates across 45 clinics. Created employee training, conducted on-site facility deep dive session, analyzed and reported data monthly. Improved divisional missed treatment rate by 3.5%

MARCH 2014 – APRIL 2017

FACILITY ADMINISTRATOR, DAVITA

- Provided direct management of two dialysis facilities - managing hiring, staffing, patient care, employee performance, facility maintenance, and clinical outcomes
- Managed labor, inventory, Capex, and discretionary budgets
- Oversaw \$2 million renovation projects at both facilities
- Ensured provision of safe, effective treatments for 100 + patients
- Managed hiring, training, and development of team including Registered Nurses, Patient Care Technicians, Social Workers, Registered Dietitians, and administrative staff

SEPTEMBER 2012 – MARCH 2014

HOME PROGRAM MANAGER, DAVITA

- Operational oversight of five Peritoneal and Home Hemodialysis programs across a division with as census of 150+ patients and a team of 10 employees
- Complete oversight of hiring, training, and performance management for home programs
- Educated future patients, family and community members monthly about Chronic Kidney Disease and the dialysis process
- Created re-training process for outlier patients and decreased patient peritonitis infection rate zero infections over the last six months of tenure

EDUCATION

MAY 2014

MASTER OF BUSINESS ADMINISTRATION, SAINT LEO UNIVERSITY

- GPA 3.78
- Human Resources Concentration
- Member: Society of Human Resource Management – 2014-Present

MAY 2012

BACHELOR OF BUSINESS ADMINISTRATION, SAINT LEO UNIVERSITY

- GPA 3.75 – Magna Cum Laude
- Commencement Speaker
- Member: Delta Epsilon Sigma Honor Society

CERTIFICATIONS

AUGUST 2019

LEAN SIX SIGMA YELLOW BELT, ALAMANCE COMMUNITY COLLEGE