

ELAINA M. COYNE
4885Paseo de Vega, Irvine, Ca 92715
714-854-1180 H 714-854-6692 Fax
yourname@youreemail.com

SUMMARY

Entrepreneurial healthcare executive. Through proven track record, spearheaded managed care implementation by designing effective alliances and expanding markets. Skilled at building cohesive teams and responsive systems. Expertise in:

Managed Care Transitions
Provider Network Development

Management

Strategic Planning/Marketing
Cross-Functional Team Building

PROFESSIONAL ACCOMPLISHMENTS

Managed Care Transitions

- Originated, implemented, and monitored practice protocols and work flow for success under capitated contracts, reducing patient office visits by 25% while improving patient satisfaction.
- Developed and implemented disease specific patient education programs which decreased complication rates by as much as 30% and generated cost savings of over \$4 million per year.
- Designed managed care, capitation, integrated delivery systems education programs for health care providers. Conducted workshops for over 2,000 conference participants both domestically and internationally.

Provider Network Development

- Collaborated with primary care and specialty physicians to streamline referral mechanisms, decreasing patient waiting time by 25% and improving patient satisfaction.
- Participation in provider network development / capitation contracting for Medicare Risk / Medicaid managed care products in 90,000 member HMO.
- Developed referral protocols which increased appropriateness of primary care referrals to specialists by as much as 30%.

Strategic Planning / Marketing

- In collaboration with physicians, originated strategic plan for comprehensive Women's Health Center in a 300 – bed academic medical center.
- Revised research funding strategy which led to grant awards of over \$120,000 per year.
- Identified niche markets in specific patient populations. Designed marketing strategies which increased patient population base by as much as 30%.
- Directed cross-functional consulting teams in generating proposals / producing reports from multiple geographic locations, reducing document delivery time by 50%.
- Created networks of contacts in acute, ambulatory, home health settings, facilitating streamlined referral processes and increasing both provider and patient satisfaction.

PROFESSIONAL EXPERIENCE**FHP INTERNATIONAL CONSULTING GROUP, INC., Costa Mesa, CA**

Independently operated subsidiary of FHP International Corp. Parent company is one of the largest publicly-held HMOs in the United States with 1.7 million members and revenues of \$2.5 billion in 1994. The mission of the International Consulting Group is to adapt FHP managed care techniques to regional health care systems, both domestically and internationally.

Consultant, 1994-present

- Provided consulting services in areas of integrated delivery systems, provider network development, healthcare process re-engineering, strategic planning/marketing and disease management to East Coast HMOs, West Coast HMOs, and National Health Service, United Kingdom.
- Responsible for all phases of consulting engagement management, including proposal development, implementation, monitoring and cost-containment.
- Collaborated with account executives in marketing/sales effort, creating new consulting opportunities and increasing revenues.

UNIVERSITY OF CALIFORNIA, IRVINE MEDICAL CENTER, Orange, CA

The youngest of the 5 University of California hospitals with 300 beds and over 300 specialties. With the Clinical Practice Group serving as the contracting agent, UCIMC was transitioning from a specialty, fee-for-service driven system, to a primary care, capitation driven system.

Practice Manager, Division of Gynecology, 1992-1994

- Collaborated with division physicians and the clinical practice group to establish practice strategic goals and direction.
- Established marketed and expanded alliances with primary care networks.
- Originated, implemented and monitored practice protocols for success under capitated contracts.
- Initiated, conducted and completed clinical trials/outcomes and quality-of-life studies.

Practice Manager, Division of Maternal-Fetal Medicine, 1990-1992

- Developed and implemented community physician referral systems / protocols.
- Collaborated with Division Director to develop program operating budgets, quarterly and annual reports, strategic, business, and marketing plans.
- Conceived, initiated, implemented and audited Pre-term Birth Prevention and Birth Defects Management Programs.

Primary Care Provider, Student Health Services, 1989 – 1990

- Collaborated with Medical Director to develop practice protocols, share clinical responsibility for ambulatory care of over 17,000 covered lives.
- Participated in Resident and Medical Student Training.

INDEPENDENCE PARK MEDICAL CENTER, Anchorage, AS

Private, multi-specialty ambulatory clinic providing full range of patient clinical, laboratory, radiology, and rehabilitation services with over 45,000 patient encounters per year.

Women's Healthcare Nurse Practitioner, 1984-1989

- Expanded [practice geographic area by establishing referral protocols with rural healthcare providers.
- Identified and established practice niche in pre-term birth prevention which increased patient population base by 25% in a recessionary market.
- Instituted cost reductions by negotiating favorable rates with vendors.

ANCHORAGE OBSTETRICS AND GYNECOLOGY, Anchorage, AS

Solo practice generating over 20,000 patient encounters per year by utilizing mid-level practitioners and cross-functional, non-medical staff working under practice guidelines.

Practice Manager/Women's Healthcare Nurse Practitioner, 1980-1984

- In collaboration with founding physician, undertook start-up of practice, contracting with payers and vendors, and designing patient workflow processes.
- Expanded clinical expertise by assisting with over 100 major and minor OB-GYN surgical procedures.

EDUCATION

Masters of Health Administration, 1995, Chapman University, Orange CA

Women's Health Care Nurse Practitioner Program, 1981, Harbor-UCLA Hospital, Torrance, CA

Registered Nursing Program, 1977, San Joaquin Delta College, Stockton, CA

B. A., Sociology Major, Psychology Minor, 1967, Dominican College of San Rafael, CA

PROFESSIONAL DEVELOPMENT / TRAINING

Case Management Certification, 1994

**Quality Assurance / Utilization Review / Risk Management / Discharge Planning Certification,
1992**

PROFESSIONAL AFFILIATIONS

American College of Healthcare Executives

American Academy of Nurse Practitioners

International Health Futures Network

Medical Group Management Association

National Association of Female Executives