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Profile

Board-certified Healthcare Administrator and Patient Safety Professional with a strong record of success in healthcare operations, leadership, and higher education. Dedicated to advancing organizational excellence through strategic leadership, innovative solutions, and student-centered learning.

Performance-driven and goal-oriented, with deep expertise in general and operations management, regulatory compliance, and instructional design across healthcare and academic settings. A strategic leader adept at guiding multidisciplinary teams, developing instructional materials aligned with learning objectives, and fostering collaborative learning environments that promote student engagement and achievement.

Education

- **Doctorate in Healthcare Administration (DHA)**
  Virginia University at Lynchburg, Lynchburg, Virginia
  August 2022
- **Master of Business Administration (MBA)**
  Texas Woman's University, Denton, Texas
  May 2012
- **Master of Health Services Management (MHSM)**
  Texas Woman's University, Denton, Texas
  May 2012
- **Bachelor of Healthcare Administration (HCA)**
  University of Northwest Ohio, Lima, Ohio
  December 2008
- **Certificate of Specialization in Mental Health Care Leadership**
  Harvard T.H. Chan School of Public Health
  December 2023
- **Certificate of Specialization in Healthcare Law**
  Cornell University Law School
  October 2024

Professional Experience

University of Texas Southwestern Medical Center

Dallas, Texas
Director of Hospital Operations
June 2016-Present

- Manage daily operations at Clements University Hospital and Zale Lipshy Pavilion, a 750-bed academic medical center.
- Direct the Administrative Supervisors of Hospital Operations, Bed Board, Transfer Center, After Hours Triage Program, Inpatient Rehab Intake/Operations, and Patient Transport.
- Oversee strategic planning, financial oversight, and operational efficiencies at Zale Lipshy Pavilion Inpatient Rehab Department.
- Oversee the Hospital Operations Command Center, driving patient flow optimization and hospital efficiency.

Southwestern University at El Paso

El Paso, Texas
Adjunct Faculty: Master's and Bachelor's Programs
December 2017-Present

- Instruct courses including Leadership and Management for Diverse Healthcare Systems, Healthcare Law and Ethics, Asset Management I & II, Financial Management I & II, Human Resources I & II, and Operations Management I & II.
- Support students in the Master of Healthcare Administration and Bachelors of Radiology Management programs.

Amberton University

Associate Professor: Master's in Healthcare Administration
April 2025- *Present*

- Program Director Helathcare Administraion Program
- Instruct courses in Healthcare Economics and Financial Theory, Healthcare Law and Ethics, Healthcare Human Resources Management, Decision Making in Healthcare Management and Population Health.

Select Specialty Hospital

Garland, Texas
Chief Executive Officer
June 2014-June 2016

- Successfully opened a new hospital in 2014 and led the final construction phase.
- Achieved Joint Commission and Texas Dept.of State Health Services accreditation.
- Hired and mentored leadership staff, actively involved in staff/physician recruitment.
- Awarded Select Medical Employee Engagement Award in 2014 and 2015.
- Maintained an HCAHPS "Overall Rating of Hospital" of 85%-89%.
- Exceeded EBITDA by 10-15% every quarter.

Baylor Scott & White Healthcare System

Service Line Director
Garland, Texas
April 1998-June 2014

- Responsible for the day-to-day operations of Cardiology, Cardiopulmonary, Neurodiagnostics, Wound Care & Pain Management Centers, Oncology, Workplace Wellness Program, Volunteer Services, Chest Pain and Observation Nursing Unit, Inpatient Rehabilitation Unit, and the Geriatric Behavioral Health Unit.
- Provided strategic insight in conceptualizing, recommending, and administering the implementation of goals, objectives, policies, and procedures.
- Developed productive working relationships with physicians, community organizations, and Emergency Medical Services (EMS) providers
- Clinical Experience, EMT-P and Registered Respiratory Therapist (RRT) 1998-2006

Professional Training and Affiliations

- Fellow, American College of Healthcare Executives (FACHE)
- Certified Professional Patient Safety (CPPS) Institute Healthcare Improvement
- Registered Respiratory Therapist, Texas Medical Board (9/2004-Present)
- EMT – Licensed Paramedic, Texas Department of Health (5/2000-Present)
- Amberton University, Curriculum Review & Academic Assessment Committee
- Amberton University, Strategic Planning Committee
- Lee’s McRae College, HCA Advisory Board
- PIMA Medical Institute Advisory Board Distance Education Specialist
- Southwest University at El Paso MHA Advisory Board