

Frances A. Atiase

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EDUCATION:

- December 2011 **Trinity University, San Antonio, Texas**
M.S., Health Care Administration
- August 2008 **Texas A&M University, College Station, Texas**
B.S., Community Health
Minor in Business Administration

SUMMARY:

Adept, results-driven professional offering experience in business development, strategic planning, operations, project management and process improvement within diverse divisions of healthcare including: clinical, business, information systems, and construction. Passion for improving access to services in the healthcare sector using innovation, collaboration techniques, best practices, public policy and optimizing performance and productivity through qualitative and quantitative analysis.

PROFESSIONAL EXPERIENCE:

- 09/15- Present **Director of Administration and Bus Dev, DHWI, Baylor- Scott & White Health, Dallas, Texas**
- Provides strategic direction of population health initiatives for an approximate \$4.5 million budget
 - Oversee the operations of twenty plus programs related to diabetes and chronic disease management
 - Premier training hub for State-certified Community Health Worker and Instructor training
 - Uses trend-setting ideas and innovative strategies for business development opportunities
 - Manage the process for all legal contracting for DHWI including MOUs, BAAs, and other business service agreements
 - Development and implementation of Business Development program, including a consulting platform
 - Supervises management and provides guidance for the success of program operations
 - Collaborates with medical director and practice manager and administrator regarding PCMH operations
 - Collaborates with system leaders at Baylor Scott and White Health and business and community leaders to provide increased access to care and business development opportunities
 - Collaborates with City of Dallas and other external organizational leaders on growth strategy of population health preventative programs
 - Focus on providing exceptional patient and member satisfaction with each and every visit
 - Effectively manages personnel issues
 - Develops management staff in areas of lean methodology, process improvement, performance management, and program/project management
- 09/14- 09/15 **Practice Manager- Pain Management, JPS Health Network, Arlington, Texas**
- Oversee operations and business development and strategic planning of the Pain Management service-line (**Inpatient** DSRIP program and 7 Outpatient clinics)
 - Actively involved in and Responsible for operationalizing over \$6.9 million in DSRIP programs and projects
 - Oversees procedural scheduling and referral scheduling process
 - Manages the implementation of the integration of JPS' Physical Therapy and Psychology services into the Pain Management service line
 - Responsible for billing workqueues
 - Responsible for Patient experience and Employee and Provider relations
 - Responsible for Joint Commission preparation
 - Management of office staff, provider templates, corrective action plans, open encounters and financial work queues
 - Knowledge and expertise in EPIC – electronic medical record
- 02/13- 07/14 **Operations Manager for Strategic Programs (Dental Program), Harris Health System, Houston, Texas**

- Dental Program Management: Adult, Pedodontic, Oncology, OB (Title V and EPHC), and Orthopedic programs
- Management of 9 Adult Dental Clinics and 3 Pediatric Dental Clinics
- Management of over 40 dental providers and 50 dental assistants and sterilization technicians
- Administration and maintenance of PAR Assist- Supply and Instrument orders
- Administration and monitoring of Contracts and Quality Assurance workplans
- Project manager of 1115 Waiver/DSRIP project dental programs for the expansion of Adult services and onset of pedodontic services
- Management of office staff, provider templates, corrective action plans, open encounters and financial work queues
- Assisted in operations management for Primary Care, Specialty, Pediatric, and Dental service lines for the expansion of over 300,000 patient visits
- Knowledgeable in Performance Logic- State of Texas acquired portfolio management solution for the 1115 Waiver program

12/11-01/13

Administrative Resident/ Project Coordinator, Driscoll Children's Hospital- Corpus Christi, Texas

- Managed Lawson ERP Business Application Skip-Upgrade project-\$396K
- Managed Surgical Services Inventory Management PI project- reduction in missing inventory by 46% in one year.
- Managed Nurse Call Upgrade and Implementation project- \$250K
- Managed Neonatal ICU Waiting Room renovation project- \$50K
- Managed Neonatal ICU Construction project- \$250,000
- Collaborated with the leadership team on study of outpatient home health care
- Prepared Performance Improvement Projects (PIPs) sent to the State by DCHP
- Coordinated development in Urgent Care Clinic
- Monitored NIMS Emergency Management compliance percentages, and was an integral part of DCH becoming compliant.

CERTIFICATIONS:

12/16- Current

Fellow- ACHE (Candidate), American College of Healthcare Executives

06/14- Current

Lean Six Sigma Green Belt, The Quality Group

10/11-Current

Certified Health Safety Professional, International Board for Certifications of Safety Managers

PROFESSIONAL ORGANIZATIONS:

03/16- current

National Association of Health Service Executives

04/12 - current

Project Management Institute

10/11 - current

International Board for Certifications of Safety Managers

07/11- current

American Society for Quality

01/10- current

American College of Healthcare Executives

ACTIVITIES:

- Trinity University Graduate Student Association – Vice President, 2010
- Trinity University Health Care Administration Department – Medical Group Management Association Chair, 2010

AWARDS and RECOGNITION:

- Speaker at the National Association of Health Services Executives, 10/2016
- Nominated and selected to sit on Center of Innovation committee, Harris Health System, 10/2013
- 2011 ACHE South Texas Healthcare Administration Resident/Fellow Recognition Award Customer Service Certificate of Appreciation