

JOHN DOE

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PROFESSIONAL PROFILE

Accomplished, dynamic and highly qualified professional with extensive employment and educational background. Strong analytical, leadership and organizational skills. Effective communicator able to build strong and sustainable relationships with executives, business partners, peers and key decision makers. Strong background in healthcare, administration and politics. Able to implement successful process improvements with a direct positive impact on productivity and effectiveness. Born leader, with the ability to establish high-performing teams and motivate personnel to reach both personal and professional goals. Leverage knowledge of executive operations and the importance of networking to achieve organizational goals and objectives. Recognized for outstanding interpersonal, time managements and strategic thinking skills. Fluent in Spanish, conversational and medical French and basic Kiswahili.

PROFESSIONAL EXPERIENCE

EXECUTIVE OFFICE OF HEALTH & HUMAN SERVICES – COMMONWEALTH OF MASSACHUSETTS, BOSTON, MA 2011 – PRESENT **MEDICAID DIRECTOR**

Chief Executive Officer providing complete oversight of a large public payer with 1400 employees and contractors, 1.4 million members and an \$11 million budget. Responsibilities include financial oversight, administrative oversight and operational oversight.

Key Accomplishments:

- Responsible for building, supervising and maintaining high-performing executive and management teams that possess extensive background with public and private sectors.
- Created a 3-year strategic plan that had a positive impact on the performance management infrastructure.
- Built, manage and maintain the state's relationship with the Center for Medicare & Medicaid Services (CMS) through effective communications.
- Negotiated a \$27.5 Billion Medicaid Waiver with the CMS.
- Developed and implemented a \$3 Billion Dual Eligible Medicare-Medicaid Demonstration with CMS which was the first of its kind in the country. Maintain supervision of the demonstration.
- Developed an innovative global-budget based Medicaid Accountable Care Organization model.
- Implemented \$650 Million in savings initiatives and program reforms in fiscal year 2012.
- Played a key role in improvement of Customer Service Key Performance Indicators, including 38% reduction in call wait time, 80% reduction in blocked calls, 24% reduction in walk-in visits and 50% reduction in document backlog.
- Implemented Medicaid Provisions of the Affordable Care Act.
- Established Benchmark Medicaid Plan.
- Designed and implemented the Integrated Eligibility System/Health Insurance Exchange System.
- Communicate with the state legislature staff, Massachusetts Congressional delegation staff and Congressional oversight committee staff regarding the annual budget request and Medicare bills.
- Launched a multiplayer Health Information Exchange with Medicaid base-financing which was the first in the US.
- Advised the Governor and his staff on the landmark Health Care Cost Containment legislation, Chapter 224 of the Act of 2012.

CAMBRIDGE HEALTH ALLIANCE, CAMBRIDGE, MA 2010 – 2011 **HOSPITALIST PHYSICIAN**

Provided Hospitalist Medicine support at a Havard-affiliated community hospital, as well as at a tertiary academic medical center.

- Educated internal medicine and family medicine to the hospital staff.
- Supervised staff and ensured that patients received quality care.

BEST DOCTORS, INC., BOSTON, MA 2010 – 2011 **PHYSICIAN CONSULTANT**

Key Leadership position, analyzing and reviewing complex clinical cases that have been submitted for evaluation.

- Provided second opinion service for physicians and clinical staff.
- Consulted clinical experts from leading academic centers as needed.
- Synthesized composite recommendations for patients and their primary physicians.
- Consulted with specialists regarding complex cases.

ADDITIONAL PROFESSIONAL EXPERIENCE

MASSACHUSETTS MEDICAL SOCIETY HEALTH REFORM TASK FORCE, BOSTON, MA BOARD MEMBER	2010 – 2011
MASSACHUSETTS EXECUTIVE OFFICE OF HEALTH & HUMAN SERVICES	2009 – 2009
DOCTORS FOR AMERICA, BOSTON, MA CO-DIRECTOR, BOSTON CHAPTER	2009 – 2010
THE OBAMA PRESIDENTIAL CAMPAIGN HEALTHCARE ADVISORY COMMITTEE, BOSTON, MA NATIONAL PRINT MEDIA SUBCOMMITTEE CHAIRMAN	2008 – 2008
HARVARD SCHOOL OF PUBLIC HEALTH, BOSTON, MA & UGANDA PHYSICIAN CONSULTANT	2008 – 2008
MCKINSEY & COMPANY, BOSTON, MA & MIDDLE EAST SUMMER ASSOCIATE	2007 – 2007
UNIVERSITY OF PENNSYLVANIA, CENTER FOR CLINICAL EPIDEMIOLOGY, DOMINICAN REPUBLIC STUDENT RESEARCHER	2004 – 2008
WORLD BANK, HEALTH AND AIDS PROGRAMS, WORLD BANK INSTITUTE, WASHINGTON, DC JUNIOR PROFESSIONAL ASSOCIATE	2002 – 2003
OXFAM, GREAT BRITAIN, WEST AFRICAN REGIONAL HEADQUARTERS, DAKAR, SENEGAL CONSULTANT	2001 – 2001
NATIONAL INSTITUTES OF HEALTH, FOGARTY INTERNATIONAL CENTER, WASHINGTON, DC HARRY S. TRUMAN SCHOLARSHIP INTERN	2000 – 2000

BOARDS & AFFILIATIONS

MASSACHUSETTS HEALTH QUALITY PARTNERS – BOARD MEMBER	2011 – PRESENT
MASSACHUSETTS HEALTH INFORMATION TECHNOLOGY COUNCIL – BOARD MEMBER	2011 – PRESENT
MASSACHUSETTS HEALTH CONNECTOR AUTHORITY – BOARD MEMBER	2011 – PRESENT
QUALITY & PATIENT SAFETY COMMITTEE, MA BOARD OF REGISTRATION IN MEDICINE – BOARD MEMBER	2010 – 2011
MASSACHUSETTS MEDICAL SOCIETY HEALTH REFORM TASK FORCE – ADVISORY BOARD MEMBER	2010 – 2011
OBAMA PRESIDENTIAL CAMPAIGN HEALTH CARE ADVISORY COMMITTEE – SUBCOMMITTEE CHAIR	2008
MASSACHUSETTS HEALTH QUALITY PARTNERS – BOARD MEMBER	2011 – PRESENT
MASSACHUSETTS HEALTH INFORMATION TECHNOLOGY COUNCIL – BOARD MEMBER	2011 – PRESENT
MASSACHUSETTS HEALTH QUALITY PARTNERS – BOARD MEMBER	2011 – PRESENT
MASSACHUSETTS HEALTH INFORMATION TECHNOLOGY COUNCIL – BOARD MEMBER	2011 – PRESENT
MASSACHUSETTS HEALTH QUALITY PARTNERS – BOARD MEMBER	2011 – PRESENT

EDUCATION AND TRAINING

SENIOR RESIDENT – INTERNAL MEDICINE & CLINICAL FELLOW BRIGHAM & WOMEN'S HOSPITAL & HARVARD MEDICAL SCHOOL, BOSTON, MA
M.D., GLOBAL HEALTH CERTIFICATE PROGRAM (CERTIFICATE PROGRAM CO-CREATOR), GAMBLE SCHOLAR UNIVERSITY OF PENNSYLVANIA – SCHOOL OF MEDICINE, PHILADELPHIA, PA
MASTER OF BUSINESS ADMINISTRATION, HEALTHCARE MANAGEMENT UNIVERSITY OF PENNSYLVANIA – THE WHARTON SCHOOL, PHILADELPHIA, PA
MASTER OF SCIENCE, ECONOMIC AND SOCIAL HISTORY – CONCENTRATION IN HISTORY OF MEDICINE, RHODES SCHOLAR OXFORD UNIVERSITY – BALLIOL COLLEGE, OXFORD, ENGLAND
BACHELOR OF ARTS, HEALTH POLICY AND MEDICAL ETHICS, SUMMA CUM LAUDE WITH DISTINCTION DUKE UNIVERSITY, DURHAM, NC