

# SHARLET M. BRIGGS, PHD

800-379-5017

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## HEALTH INFORMATION MANAGEMENT EXECUTIVE

*Innovative thinker with broad-based expertise in operations, finance and business development*

*Proven ability to quickly analyze key business drivers and develop strategies to grow the bottom-line*

Results-oriented, high-integrity, energetic executive known for ability to envision and create successful outcomes in complex situations. Diverse industry and functional expertise, with a tenacious commitment to increasing the financial bottom-line. Exceptional management qualifications with experience-backed judgment. Accustomed to and effective in making high stakes decisions and overcoming complex business challenges. Built solid track record of success leading start-ups, turnarounds and rapidly changing organizations.

*Areas of Excellence include:*

- Leading Change
- Redesigning Processes
- Growing Revenue & Profit
- Managing Budgets and P&Ls
- Leading and Developing Teams
- Managing Multiple Departments
- Forming Strategic Alliances
- Transforming Revenue Cycles
- Recovery Audit

**Strategic Planning** – Turned around under-performing departments and organizations by completely reengineering the business model, workflow and strategy

**Transformational Change** – Changed how HIM interfaced within the healthcare system

**Business Development** – Developed coordinated HIM Program at the corporate level for 21 acute care facilities

**New Business Startup** – New Business start ups include but not limited to: Medi-Cal eligibility, physician clinics and real estate ventures

## CORE COMPETENCIES

- **PROCESS IMPROVEMENT STRATEGIST** solidly grounded in the best principles and practices. Firm command of quality assurance and control issues, labor / management relations, efficiency, time management forecasting, and cost controls. Experienced in getting the job done promptly, properly, and to the mutual advantage of all.
- **FORCEFUL FACILITATOR** with a pronounced proclivity for moving groups and individuals forward smoothly and well. Superlative understanding of organizational hierarchies, business management principles, and how to communicate the needs of management in quickly understood terms to those at all levels. Astute, diplomatic and determined to reach set goals in minimum time with maximum effect.
- **CONSUMMATE ORGANIZER** gifted in ability to put into place harmonious, well-conceived plans, projects, and teams of all kinds. Able to designate, then draw into place all personalities and intellects necessary to form an ordered, goal-oriented group. Highly attentive to detail, masterful at problem solving, relentless in drive to complete tasks. Sharply aware of cost / benefit ratios.
- **CLIENT / MARKET – DRIVEN LEADER** who is customer focused and can empower the client to achieve their goals resulting in long term loyalty.
- **SELFLESS ADVOCATE** of doing what is best for the organization regardless of personal sacrifice. A great communicator who can sell and market ideas at all levels.

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## PROFESSIONAL EXPERIENCE

### THE WEALTHY DAUGHTER, LLC

*Owner/Consultant* ..... 2005-Current

- Streamlined HIM departmental workflow by modifying job responsibilities and work locations; chart deficiencies reduced from hundreds to 6 in two weeks, A/R dropped from 8 to 0.6 days as a result of coding restructure
- Decreased unbilled 30% within a six week timeframe
- Turned department-wide low morale into positive, supporting staff, eager for change
- Identified strategic healthcare issues, development of strategies, implementation and monitoring matrix and process in the areas of finance, quality and productivity
- Implemented Revenue Cycle process emphasizing a comprehensive integration of interdepartmental workflow and technical processes, maximizing revenue management performance resulting in sustained superior receivables management and cash flow performance
- Specialized assistance in physician practice management with focuses on revenue cycle process improvement, operational assessments, compliance evaluations and plan development, fee schedule and market analyses, medical record reviews related to documentation and coding, charge master reviews, managed care contract reviews and negotiations, software selection and implementation, physician and staff customized educational sessions, policy and procedure development, new practice acquisitions, and organizational management
- Managed implementation of Cerner's Profile medical record software and document imaging system which was praised as the smoothest install in the enterprise
- Spoke at educational workshops on the topic of brain function and how the brain works best; published 14 DVDs and 7 books; topics include issues in both business and personal arena
- Provided pro bono strategy consulting services to nonprofit organizations. Efforts have been directed toward:
  - Assisting youth in learning (Think Big Foundation Africa in Uganda)
  - Bringing dreams and resources to senior citizens (Professional Senior Solutions)

### ADVENTIST HEALTH, Roseville, California

*Corporate Director, Health Information Management* ..... 2001-2005

- Created new enterprise level HIM department covering 21 facilities and four states, implementing the first coordinated strategic direction and cooperation between HIM departments
- Implemented best practices for 75 physician clinics including coding, registration, charge master, state and federal regulations and HIPAA compliance
- Participated in selection of enterprise wide dictation system
- Participated in selection of enterprise wide electronic medical records

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## ST. HELENA HOSPITAL, CALIFORNIA SPECIALTY, REDBUD COMMUNITY

*Resource Specialist*..... 1981-2001

Administrative responsibility of the following functions:

- Market Research
- Risk Management
- Quality
- Health Information Management
- Admitting
- Telecommunication
- Budget and Reimbursement
- Infection Control
- Utilization of Services
- State and Federal Compliance
- Medical/Surgical Nursing

## EDUCATION & CERTIFICATIONS

### DOCTOR OF PHILOSOPHY

*Cornerstone University*

### MASTERS IN CLINICAL COUNSELING

*Cornerstone University*

### BACHELORS OF ARTS IN BUSINESS ADMINISTRATION

*University of Phoenix*

### REGISTERED HEALTH INFORMATION TECHNICIAN

*AMERICAN MEDICAL RECORDS ASSOCIATION*

### SIX SIGMA CERTIFICATION (BLACK BELT)

### LEAN MANAGEMENT CERTIFICATION

### PROJECT MANAGEMENT CERTIFICATION