

ELLEN T. MATESANZ

Cell: 401.338.6908 Email: em6852@yahoo.com LinkedIn: www.linkedin.com/in/ellenmatesanz

SUMMARY and QUALIFICATIONS

- Accomplished healthcare executive with comprehensive experience in medical practice management, medical education, and non-profit management.
 - Skilled in identifying and analyzing problems to find solutions for complex organizational challenges.
 - Expert in medical practice efficiency, revenue cycle analysis, staffing, physician recruitment and credentialing, policies, and procedures.
 - Qualifications include health management expertise, teamwork, analytical thinking, data analysis, attention to detail, and strong communication abilities.
-

PROFESSIONAL EXPERIENCE

HEALTHCARE and MEDICAL PRACTICE CONSULTANT – Mike Delmonico Consulting, LLC 07/2021 – Present

- Conduct research and provide analysis for medical practices, healthcare organizations and hospitals.
- Contribute to the planning and strategy for recommendations to clients.

CONSULTANT AND BOARD VICE-PRESIDENT - Art League RI, Pawtucket, RI 03/2018 – Present

- Serve in a leadership role for a non-profit, 501 (c)(3) arts organization.
- Develop business strategy, grow membership, and build key relationships with potential donors, members, and collaborators.
- Problem solving, resource management, marketing, grant writing, and fund development.

EXECUTIVE DIRECTOR - University Gastroenterology, LLC, Providence, RI 05/2016 - 11/2017

- Directed the administration and operations of a 23-physician, single-specialty medical practice with 6 advanced practice providers, over 100 support staff and 4 main campuses. \$7M annual budget.
- Developed and maintained referral relationships between specialists and referring providers.
- Facilitated physician recruitment, negotiated employment contracts and compensation packages, medical practice startup and onboarding.
- Evaluated practice operations. Developed and implemented action initiatives in areas of policy and procedure resulting in improved customer service and quality care.
- Reduced turnaround time from 5 days to 24 hours for processing of incoming patient referrals, laboratory, and diagnostic reports through EMR.

DIRECTOR OF OPERATIONS - University Medical Group, Inc., Providence, RI 04/2014 - 05/2016

- Directed the administration and management of a multi-location, multi-specialty independent non-profit outpatient practice located in the Department of Medicine at Roger Williams Medical Center.
- Transitioned the organization, staff, and physicians, from an independent non-profit entity to ownership in a for-profit hospital system, including the conversion of staff, human resources, documentation, employee benefits, and payroll systems.
- Managed revenue cycle to maximize efficiency and profitability.

ELLEN T. MATESANZ

CHIEF OPERATING OFFICER - Rhode Island Medical Imaging (RIMI), Inc., E. Providence, RI 2013 - 2014

- Directed the operations of 6 diagnostic imaging centers with 200+ employees and 54 physicians.
- Restructured the Human Resources Department by updating technical and data management systems, introducing a structured compensation system and a focus on improving internal customer service.
- Revamped existing employee training and development program resulting in enhanced internal communication and employee engagement and increased positive patient satisfaction scores by 20%.
- Managed RIMI's project team to achieve the American College of Radiology's Center of Excellence.

EXECUTIVE DIRECTOR - Neurosurgery Foundation, Inc., Providence, RI 2004 - 2013

- Provided executive leadership for a non-profit, 7-physician academic medical foundation.
- Directed finance and accounting functions, managed professional and support staff, managed clinical research projects, quality, marketing and public relations, provider credentialing, information technology, and risk management.
- Steered the group through internal reorganization, achieving performance improvement and efficiency through cross-training, alignment of goals and building effective working relationships.
- Developed and implemented action initiatives that streamlined operations and procedures that resulted in improved customer service and quality care.
- Reduced annual operating expenses by \$250K through vendor negotiations and practice consolidation.
- Developed a strategic marketing initiative leading to a 20% increase in patient referrals.
- Increased patient satisfaction through staff education and customer-focused training and strengthened working relationships with hospitals and referring physicians.

PROJECT COORDINATOR - Massachusetts General Hospital, Boston, MA 2003 - 2004

- Initiated/directed activities to prepare physician/hospital practices and health centers for activation of a system-wide change in patient scheduling/registration procedures and referral management process

ADMINISTRATOR - Women & Infants Hospital, Providence, RI 2000 - 2003

- Prepared grant applications in coordination with researchers; negotiated with private sponsors for clinical trials.
- Managed the administration, operations, and finances of the Division of Research in a women's specialty hospital.

ADMINISTRATIVE MANAGER for the Dean of Medicine & Biological Sciences – The Warren Alpert Medical School of Brown University, Providence, RI 1996 – 2000

- Served in chief-of-staff role for the Dean of Medicine with responsibility for operations and administration.
- Participated in the design and implementation of a strategic planning initiative for clinical programs resulting in improved undergraduate / resident medical education programs.
- Collaborated with Development Officers to maximize advancement opportunities for the Medical School's \$70M capital campaign.

ELLEN T. MATESANZ

EDUCATION

Rhode Island College, Providence, RI
Bachelor of Arts, B.A.

University of Rhode Island, Kingston, RI
Master of Business Administration, M.B.A.

Simmons University, Boston, MA
Master of Health Administration, M.H.A.

PROFESSIONAL MEMBERSHIPS AND AFFILIATIONS

Art League Rhode Island, Vice-President Board of Directors - 2018 - present
Medical Group Management Association – 2005 – present