



HAROLD FONTENOT

HOSPITAL CHIEF OF STAFF

PROFESSIONAL SUMMARY

Experienced chief of staff with 13 years in healthcare administration, specializing in hospital operations, patient care quality, and strategic planning. Adept at leading cross-functional teams and implementing innovative solutions to improve efficiency and patient outcomes. Committed to continuous professional development and education.

EXPERIENCE

- January 2019 - Now

Chief of Staff

Nashville General Hospital / Nashville, TN

- Lead hospital-wide initiatives to enhance patient care quality, resulting in a 15% increase in patient satisfaction scores.
- Implement electronic health record (EHR) optimization project, reducing documentation errors by 25%.
- Coordinated multi-departmental efforts during the COVID-19 pandemic, ensuring compliance with state and federal guidelines and maintaining operational efficiency.

- June 2014 - December 2018

Director of Operations

St. Thomas Health / Nashville, TN

- Managed daily operations of a 300-bed facility, overseeing staffing, budgeting, and process improvement initiatives.
- Spearheaded the Lean Six Sigma program, achieving a 20% reduction in operating costs and a 10% improvement in patient throughput.
- Collaborated with clinical leaders to develop and implement a patient safety program, resulting in a 30% decrease in adverse events.

- June 2011 - May 2014

Operations Manager

Vanderbilt University Medical Center / Nashville, TN

- Supervised a team of 100+ healthcare professionals, focusing on enhancing operational efficiency and patient care services.
- Directed the implementation of a new hospital management software, leading to a 40% improvement in scheduling and resource allocation.
- Led quality improvement projects that improved compliance with Joint Commission standards, earning the hospital an "A" grade for patient safety.

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Nashville, TN

EDUCATION

Master of Health Administration (MHA)

University of Tennessee, Knoxville, TN
2016 - 2018

- Thesis: "Improving Patient Outcomes through Data-Driven Decision Making in Healthcare Management"

Bachelor of Science in Nursing (BSN)

University of Memphis, Memphis, TN
2001 - 2006

Annual Conference on Healthcare Leadership

American College of Healthcare Executives (May 2024)

Healthcare Analytics Summit

Health Catalyst (December 2023)

Certified Professional in Healthcare Quality (CPHQ)

National Association for Healthcare Quality (renewed in 2022)

SKILLS

- Strategic Planning
- Organizational Development
- Risk Management
- Budgeting and Financial Management
- Problem Solving