

# Practice Manager

# Sarah Thompson

## Professional summary

Experienced Practice Manager with over 13 years of leadership in healthcare settings, specializing in optimizing practice operations, improving patient care, and managing multidisciplinary teams.

## Experience

### Practice Manager

March 2016 - Now

St. David's Healthcare / Austin, TX

- Lead a multidisciplinary team of 50+ staff in a high-volume orthopedic practice, enhancing overall efficiency by 25%.
- Develop and implement patient flow optimization strategies, reducing patient wait times by 30%.
- Manage annual budgets of million, ensuring financial health and cost-effectiveness.
- Spearhead the integration of a new EHR system, resulting in a 20% increase in documentation accuracy.
- Cultivate a patient-centric culture, improving patient satisfaction scores by 15%.

### Assistant Practice Manager

June 2011 - February 2016

Seton Medical Center / Austin, TX

- Assisted in the daily operations of a large cardiology practice with over 20 physicians.
- Coordinated scheduling, billing, and compliance, maintaining a 98% accuracy rate in medical coding.
- Managed vendor relationships, negotiating contracts that saved the practice 0,000 annually.
- Led staff training sessions on customer service, boosting team performance and patient engagement.

## Community Involvement

### Volunteer Coordinator

Austin Food Bank

- Organized volunteer schedules and coordinated food distribution efforts, contributing to feeding over 5,000 families annually.

### Mentor

exas State Healthcare Administration Program

- Provided guidance and mentorship to graduate students pursuing careers in healthcare management.

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## Education

### Master of Healthcare Administration (MHA)

2010 - 2012

Texas State University, San Marcos, TX

### Bachelor of Science in Health Administration

2006 - 2010


University of Texas at Austin


TX


## Certifications


- Certified Medical Practice Executive (CMPE) Medical Group Management Association (MGMA), 2014
- Lean Six Sigma Green Belt American Society for Quality (ASQ), 2017

## Skills

Healthcare Operations Management 

Budgeting and Financial Planning 

Team Leadership and Development 

EHR System Implementation (Epic, Cerner) 

Patient Flow Optimization 

Regulatory Compliance 