

LISA BLAKE

SENIOR HEALTHCARE MANAGER • CPA

PROFESSIONAL PROFILE

Dynamic, results oriented healthcare finance manager with more than 10 years of experience and well – grounded expertise in the areas of healthcare business office operations, information systems, financial planning, network development and collaboration. Experienced at partnering Finance with core business operations and developing highly productive cross-enterprise alliances. Solid record of reversing financial declines and capturing cost reductions through process and information system redesign.

AREAS OF EXPERTISE

Information Technology

Revenue Cycle Management

Business Development

Contract Negotiation

Financial Forecasting & Analysis

Budget & Metric Development

Process & System Redesign

Strategic & Business Planning

PROFESSIONAL EXPERIENCE

UCLA HEALTH SYSTEM, Los Angeles California

Departments of Radiology & Pathology and Laboratory Medicine

Department Manager

2001 - Current

The Departments of Radiology and Pathology & Laboratory Medicine of the UCLA Health System encompass the Westwood and Santa Monica Hospitals and include inpatient and outpatient services. FTEs approximate 700 – total operating expenses exceed \$120 Million. Areas of responsibility include billing and reimbursement, business planning, program development, contract & grant administration and general accounting. Outstanding accomplishments include:

- Negotiated a favorable termination to the organization's contract with the outside billing vendor and transitioned the billing function in-house. Reduced annual billing costs by 18% while reengineering the workflows and integrating the revenue cycle to reduce the days in accounts receivable by 40%.
- Launched the reengineering of the Radiology Information System and related workflows to reduce charge lags by 100% resulting in a multi-million dollar increase in cash collections.

- Led the successful redesign of front-end processes reducing denials by 60% and increasing annual cash collections by 20%.
- Directed the development and implementation of workflow changes and information system modifications resulting in a 15% increase in physician productivity.

MOTION PICTURE & TELEVISION CORP, Woodland Hills California

Manager, Finance 1999 - 2001

Controller 1997 - 1999

Accountant, Auditor 1994 - 1997

A full-service, integrated health and human service organization operating a fully-licensed 256-bed acute care hospital; 5 outpatient health centers; a children's center; a retirement community; an assisted living facility and a health plan. The organization has its own healthcare product marketed through the MSO (a joint venture with Blue Cross) and administered through its Network. Responsibilities included business office operations – including technical and professional billing, information technology, medical records, contract administration, and finance - 5 direct reports and 85 multi-tiered support staff. Outstanding accomplishments include:

- Senior leader identified with the successful implementation of an enterprise-wide financial software solution reducing the financial closing schedule by 50%, increasing productivity by 30% and enhancing internal controls.
- Responsible for driving the development of a business plan. Increased profitability by 150% and met performance targets for three consecutive years.
- Responsible for identifying, negotiating and implementing outsourcing opportunities for support services resulting in a 33% reduction in annual costs while increasing service levels.
- Created a monthly scorecard of “key measures” as a roadmap to profitability, customer satisfaction and quality – a key element in growing the outpatient business by 25% in three years.
- Redesigned the enterprise budgeting process to align departmental initiatives with organizational strategic goals resulting in a prioritized and focused allocation of resources and leading to the achievement of projected financial targets.

EDUCATION

CALIFORNIA STATE UNIVERSITY, Northridge California

Bachelor of Science Degree, Business Administration 1994

CERTIFIED PUBLIC ACCOUNTANT 1995