

Phillip A. Thompson, FACHE

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SUMMARY OF QUALIFICATIONS

An experienced leader and manager with extensive experience in healthcare and education. Demonstrated strengths in multiple-site management, personnel development, financial analysis, and customer satisfaction. A team leader who builds consensus in complex environments. Strong reputation for fairness, integrity, and sense of humor. Strong writing and teaching skills. Areas of expertise include:

Operations

- ▶ Ambulatory Practice
- ▶ Home health care
- ▶ New program development
- ▶ Contract negotiations

Communications

- ▶ Training and development
- ▶ Financial reporting and analysis
- ▶ Event planning
- ▶ Marketing / Public relations

Quality Assurance

- ▶ Customer service
- ▶ Regulatory compliance
- ▶ Patient safety
- ▶ CQI

PROFESSIONAL EXPERIENCE

UNIVERSITY OF COLORADO HOSPITAL, Aurora, Colorado

2000-2007

Care Team Manager

Managed multiple ambulatory specialty clinics including Cardiothoracic Surgery, General Surgery, Hand Surgery, Vascular Surgery and Vascular Diagnostics, Urology and Urodynamics, Podiatry, and Pain Medicine.

- Established annual cost center budgets and operated at or under budget every year.
- Negotiated contracts that provided financial support to UCDHSC Department of Surgery.
- Oversaw conversion of Urology Clinic to electronic medical record with no reduction in patient volume.
- Established Hand Surgery Center, a collaboration of Departments of Orthopedics and Plastic Surgery.
- Coordinated capital equipment purchases that created state-of-the-art urodynamics laboratory.
- Relocated three clinics to new UCH campus with no loss in patient volume and no employee overtime.
- Resolved patient complaints regarding clinical, billing or scheduling issues.
- Oversaw patient safety incidents and monitored environmental safety audits.

UNITY HEALTH MANAGEMENT SERVICES, Birmingham, Alabama

1997-1999

Vice President of Operations

Directed home health operations for a joint venture between the largest Catholic and Baptist healthcare systems in the state. Average census of 2,000 patients. Annual revenue of \$20 million from 15 locations across the state.

- Established start-up joint venture which integrated homecare services of multiple branches of two different organizations.
- Designed, developed and implemented corporate compliance program. Trained employees on healthcare ethics and regulatory compliance.
- Created Central Intake Department for managed care patients and reduced costs to the payor by 46%.
- Directed first time JCAHO accreditation of Unity's private duty agency, hospice, and infusion therapy departments.
- Created and directed Rehabilitation Services and reduced costs of rehab 20% from prior contracts.
- Directed disease management program for congestive heart failure patients of managed care payor and documented a 58% reduction in hospital readmissions for these patients.

BAPTIST HEALTH SYSTEM, Birmingham, Alabama

1986-1997

Executive Director, Home Care Services (1991-1997)

Managed free-standing home health agency with an average daily census of 630 patients. Oversaw transition of agency to full hospital-based status with a positive reimbursement effect to the hospital of \$1 million per year.

- Winner of 1993 Excellence in Management Award for ending dependence on outside consultants and software and achieving \$1.3 million in savings to the agency.
- Served on boards of both the Alabama Association of Home Health Agencies and the Alabama Hospital Association home care section. Planned annual region-wide educational conferences for both associations for four consecutive years.
- Consulted with five rural hospitals to start-up and manage new agencies in their communities.

Corporate Director Value Systems (1987-1991)

Developed and implemented system-wide programs to communicate BHS mission and values to all 9,000 employees.

- Served on senior human resources team.
- Personally taught *Toward Excellence*, a five-part interactive seminar to all executives.
- Managed employee cost-savings contest which documented \$4.3 million in bottom-line improvements to the system.

Administrative Resident (1986-1987)

As fulfillment of requirements for the master's degree in healthcare administration, rotated through most departments in the Baptist Health System including rural and urban hospitals and corporate headquarters.

- Miscellaneous assignments from the system CEO and hospital administrators.
- Created agenda for annual Board-Management-Medical Staff strategic planning retreat.
- Trained visiting foreign hospital managers (Colombia, Nigeria, Korea).
- Wrote speeches and audio-visual presentations for senior executives.

EDUCATION AND PROFESSIONAL DEVELOPMENT

M.S. Healthcare Administration
Trinity University, San Antonio, Texas

M.A. in History
Baylor University, Waco, Texas

B.A. in History
Baylor University, Waco, Texas

American College of Healthcare Executives
Fellow, 1999-present

COMMUNITY ACTIVITIES

Senior Homes of Colorado Foundation, Inc., Board President	2007-Present
Donor Awareness Council, Marketing Committee	2003-2006
First Plymouth Congregational Church Budget Chairman, 2007 Community Camp Dean, 2006 Various Councils and Committees, 2000 – present	2000-present
Greater Birmingham Habitat for Humanity Founding board member Chairman, Family Selection Committee	1988-1998