

# Jane Peck, R.N., M.B.A.

## PROFILE:

An organizational advocate and results-oriented professional with demonstrated ability to motivate, develop and retain quality people. A creative, innovative market and business developer with proven ability to research and identify target markets, develop and establish new market opportunities, develop sales and marketing programs, develop and manage contracts, and produce measurable results that substantially increase revenues while maintaining budget allocations. An effective communicator and negotiator with superb writing and verbal skills with over thirty five years of success in health care management and marketing. A Registered Nurse with experience across several areas of nursing and business management demonstrating flexibility, critical thinking and independent thinking.

## BUSINESS HISTORY AND ACHIEVEMENTS:

### AMERICAN VISION PARTNERS

8.2020 - Present

ASC Manager Sedona/Cottonwood  
PRN Surgical Nurse

- Responsible for overall operations of two eye surgery locations
- Responsible for hiring and management of team of RN's, surgical assistants, patient coordinators and surgical technicians to support the overall operations of surgery centers
- Accountable for quality assurance results
- Audited charts to ensure compliance and seek opportunities for improvement
- Developed physician relationships to support successful operations
- Provides staff and patient education to support quality results
- Followed up with patients on any reported issues or concerns to support operational safety measures
- Functioned in all RN roles as a surgical nurse

### COMPASSUS HOSPICE – SEDONA, AZ

3.2019 – 3.2020

Quality Assurance Nurse.

(Furloughed due to COVID pandemic)

### VERDE VALLEY SCHOOL – Sedona, AZ

10.2019 – 3.2019

Part Time Driver and Assistant to School Nurse

### NORTHERN ARIZONA HEALTHCARE – FLAGSTAFF, AZ

2.2017 – 10.2018

System Director, Orthopaedic Service Line

- Responsible for development of service line programs to support the orthopaedic patient throughout the continuum of care.
- Ensured the successful opening of a new 20 bed inpatient unit for the orthopaedic/spine surgery patient.

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- Assisted in the development of care plans to support shorter lengths of stay
- Developed physician relationships to support successful implementation of service line programs
- Created and updated patient education materials for the orthopaedic surgical patients
- Participated in CORC – a System-wide Quality Assurance program, reviewing charts and developing action plans to improve outcomes.
- Reviewed unit charts and conducted routine audits for appropriate medication management, safety measures and documentation
- Collaborated with home healthcare providers, rehab or nursing home placement for patients at discharge to match patient needs with appropriate resources
- Daily met with patients and their families to ensure patient satisfaction and to proactively manage concerns
- Arranged appropriate DME for home at discharge
- Taught pre-operative education programs for orthopaedic Total Joint Replacement and Cervical and Lumbar Spine Surgery patients
- Evaluated opportunities to utilize alternative non-medical discharge placement such as hotels for patients living outside area who needed to stay close to hospital but no longer met requirements for hospitalization
- Ensured transportation was arranged for safe transfer to home or post hospital care
- Ensured patients had necessary care provider at home following discharge, occasionally arranging for paramedic home visits to ensure their safe transition to home
- Conducted patient and family education on wound care and discharge instructions to ensure safety at home
- Managed staff of 70 RN's and Patient Care Technicians after departure of Clinical Manager in 2017
- Interviewed and hired two Clinical Managers

**ENDODONTIC SPECIALISTS OF COLORADO, P.C.—CO. SPRINGS, CO**  
**Practice Administrator**

**1995—2018**

- Developed vision, set direction, refined and coordinated the practice of **Endodontic Specialists** from a two-doctor, single location business to a high-tech, seven doctor, multiple location practice serving a multi-state area, helping to obtain national recognition as a company that puts excellence in customer service.
- Successfully navigated an unplanned Partner transition in 2010 resulting in a loss of one half of our Partner group (3 of 6 Partners) over a 1 year period of time. Staff loss was minimal and recovery *after 1 year* indicates less than 20% impact on gross production.
- Nominated **Office Manager of the Year** at **AADOM** (American Academy of Dental Office Managers) in 2012 and again in 2015. Received **AADOM Office Manager of Distinction Award 2014 and 2015**
- Primarily instrumental in Endodontic Specialists being a recipient of the **1998 Better Business Bureau Award for Excellence in Customer Service (EICS) Award**. This was the first time a dental healthcare business was recognized. We were recognized again in **2003, 2006, 2009**, and again in **2012** acknowledging our ongoing commitment to customer service excellence and process improvement.
- **Finalist** for the **1999 and 2013 ATHENA Award** which recognizes an individual for business and professional accomplishments, for community service, and especially for mentoring others and providing a role model to encourage women to achieve their full leadership potential.

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- Negotiated PPO and DMO reimbursements annually with 7 major dental plans keeping insurance adjustments below 15% overall.
- Selected to participate as an **Evaluator for the 1999 BBB Excellence in Customer Service Awards**. Served as the **Co-Lead Evaluator for the Mid-Size Business Category** for Better Business Bureau's Excellence in Customer Service Awards 2001, 2002, 2009 and 2012.
- Served as an invited **guest speaker** at the Rocky Mountain Business Excellence conference and the American Academy of Endodontists (AAE).
- Creator and presenter of several seminars for New Dentists' Forum, a dental study club on a variety of topics including **Marketing, Hiring and Conflict Resolution Skills Training, creating the Perfect Team, Customer Service Excellence Impacts the Bottom Line**, etc.
- **Liaison** between Owner's Representative, Owners and Contractor during construction of facilities in 1995, 2005 and again in 2014.
- **Facilities Manager** of medical/dental Professional Park with 26,000 SF of leased space. Responsible for marketing and leasing of available space.
- **Developed and organized operations** of three business facilities to streamline business functions and ensure fiscal controls.
- Responsible for maintenance of **personnel files, medical records, immunizations and Workman's Compensation files** for all employees and doctors.
- **Increased revenues** 26% in first year following major expansion into new facility, holding expenses at less than 50% of gross revenues while increasing staffing by 300%. Over period of 5 years, reduced overhead by 6% by increasing efficiencies resulting in an increase in net income.
- **In 2013** after Partner transition, increased profitability thru expense management and realignment of responsibilities and a marketing boost resulting in a 15% reduction in OH and a 55% increase in revenues.
- Responsible for management of **\$6.5M** operating budget and daily **operations** and **personnel management** of staff of 40 in two locations in Colorado Springs and one Pueblo location.
- **Negotiated** company's first **managed care contract** with major HMO at 95% fee level in 1999; renegotiated in 2005 at 93% of the then-current fee schedule.
- Responsible for **negotiating contracts, leasing and facilities management** of 25000SF facilities.
- **Editor** of *The Endodontic Files*, a practice newsletter which serves as a communication with over 400 referring practices throughout the Front Range.
- Successfully accomplished complete software and hardware **computer conversion** within budget and on time with minimal loss of daily doctor production.
- Consulted/trained in one year transition period new administrators for HR and Business Operations (2018)

**REGIS UNIVERSITY**  
**Affiliate Professor**

**2001—Present**

- Serving as instructor/facilitator for Regis University Health Care Administration MBA Program to further expand my professional experience through the exchange of knowledge in a teaching setting.
- Received Excellence in Teaching Award in 2005
- Co-Course Developer for Health Care Policy H603 (2002) and Health Care Marketing H605 (2005) (2008 and 2011).
- Course Developer for Health Care Marketing Course for Graduate and Undergraduate Business Students (2005, 2008, 2011, 2015, 2018 and 2021).

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**BETTER BUSINESS BUREAU – CO. SPRINGS, CO.**  
**Volunteer**

**1999 – 2017**

- Excellence in Customer Service Evaluator 1999 – 2017
- Mediator 2003 – 2017

**FIRST CHOICE BEHAVIORAL HEALTHCARE NETWORK—CO. SPRINGS, CO**  
**Executive Vice President**

**1992—1995**

- **Developed and managed** a staff model multidisciplinary behavioral health group practice. Established external provider network **implementing managed care structure** — credentialing utilization management, clinical practice profiling and quality improvement. **Reducing average number of sessions per episode by 60%**, while maintaining quality service delivery, accessibility and cost efficient utilization of resources.
- **Tripled gross revenues in one twelve month period** through procurement of 20 new contracts for services ranging from traditional mental health, to access and provision of the full continuum of behavioral healthcare. Implemented internal processes and revised structure to fully accommodate the volume increases.
- Developed opportunity and secured **company’s first subcapitated contract** to provide behavioral services for major insurer initially generating \$10,000 per month in revenues, and resulting in profit at year’s end.
- **Awarded via competitive bid**, major military contract to manage and provide services to 130,000 CHAMPUS beneficiaries in local catchment area, resulting in significant cost containment for military outpatient mental health services.
- Created and **facilitated development of collaborative partnership** with local hospitals, residential treatment facilities, and detoxification center to improve and facilitate the transition of clients through the continuum of care.

**CONSULTANT TO SPECIALITY MEDICAL GROUPS and DENTAL PRACTICES**

**1994—2017**

- Providing consultation on managed **care contracting, provider network development, product development and pricing structures** for specialty care “carve-out”.
- Providing consultation on **marketing, staff development, hiring, customer service and practice development** for general dental and specialty practices on an ongoing basis.
- Developed series of **Practice Management Forums** on a variety of topics including “Creating the Perfect Team,” “Customer Service Excellence,” “Hiring and Retaining Star Employees,” “Conflict Resolution,” “Marketing for Practice Success.”
- Co-creator of the **Dental Practice Management Group (DPMG)** which supports dental office managers with personal and professional development through educational programs and networking with other dental professionals.

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**HOECHST-ROUSSEL PHARMACEUTICALS—CO. SPRINGS, CO.**  
**Advanced Sales Representative**

**1987—1992**

- **Honoured as Regional Trainer of marketing and sales for 1992.** With just 2% of 750 member sales force elected, my training responsibilities encompass sales representatives across a region of 9 states.
- **Top 6% in national sales production** of 850 representatives for three consecutive years: 1989, 1990, and 1991. This success attained while marketing pharmaceutical products to physicians, pharmacists, hospitals, nursing homes and military facilities.
- Marketed pharmaceutical products to physicians, hospitals, home health care agencies, pharmacies, long term care facilities, managed care companies, and military medical facilities. **Position required creativity, mastery of territory and time management skills, customer relations and interpersonal skills, and a comprehensive knowledge of complex technical material.**

**LINCOLN NATIONAL CORPORATION—CO. SPRINGS, CO.**  
**Medical Policy Administrator**

**1/1990—5/1990**

- Researched, developed and served as the resource for the policy **development and benefit coverage determination** for new drugs, procedures and products.
- Acted as the consultant to the Regional Health Service Department on benefit **interpretations, complex case management,** and new drugs and procedures.

**COLORADO SPRINGS SURGICAL & SUPPLY—CO. SPRINGS, CO.**  
**Marketing Representative**

**1985—12/87**

- **Developed and managed a new medical account base generating \$500,000** in new clients and sales during one 12 month period.

**NORTHRIDGE HOSPITAL MEDICAL CENTER—NORTHRIDGE, CA.**  
**Assistant Head Nurse—Surgery**

**1981—1985**

- **Instrumental in development of a nursing career ladder** to recruit, retain and promote experienced staff; eliminating a severe and costly attrition problem while realizing a dramatic increase in morale.
- Directly supervised staff of 18RN's and 8 ancillary nursing assistants in a busy 9 suite OR (including open heart and total joint suites). Conducted performance appraisals and performed staff inservices. Responsible for scheduling of cases, assessing staffing needs, and matching staffing capabilities with procedural technical requirements.

## **EDUCATION:**

UNIVERSITY OF COLORADO  
**M.B.A.—Marketing Emphasis**

MOUNT SAINT MARY'S COLLEGE  
**A.A.—Nursing (RN)**

UNIVERSITY OF SOUTHERN CALIFORNIA  
**B.A.—Psychology**

## **PERSONAL INFORMATION:**

- **Certified Professional Dynametrics Program (PDP) Consultant** – Human Resource Management Tool for selecting, mentoring and coaching personnel and teams to perform at their highest level
- **American Association of Dental Office Managers (AADOM) – Lifetime Member**
  - **Fellow, American Association of Dental Office Managers, 2010 - Present**
- **Comstock Village Homeowner's Association**
  - **Director & Board Member, (2004 – 2016)**
  - **Secretary Treasurer, (2006 – 2012)**
  - **Vice President, (2012 – 2012)**
  - **President, (2013 – 2016)**
- **Owner/Breeder – Red Rock Doodles – Small family breeder** dedicated to maintaining the breeding standards of the Australia Labradoodle breed
  - **Australian Labradoodles Association of America** - Breeder Member in good standing
  - **Australian Labradoodles Association of America (ALAA) Quality Assurance Officer (2019 – Present).** (Worldwide Organization aka: International Labradoodle Association)
- **American Association of Dental Office Managers (AADOM) – Lifetime Member since 2008**
  - **Nominated Office Manager of the Year for 2012 and 2015 at AADOM (American Academy of Dental Office Managers)**
  - **AADOM Office Manager of Distinction Award 2014 & 2015**
  - **Co-founder Dental Practice Management Group (2010 – 2017)**
    - **Officially became an AADOM Chapter in 2014**
- **Dental Group Management Association (DGMA) – Member**
  - **Board of Directors, 2006**
  - **Chartered Practice Managers Organization for Dental Office Managers (1996).**

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- Chartered **Southern Colorado Chapter Employee Assistance Professionals** (1994)
- **Medical Group Management Association (MGMA)** – Member
  
- **Pinon Valley Neighborhood Association**
  - **Board of Directors, 1987 – 1992, President 1990 - 1992**
- **Comstock Village Homeowner’s Association (2004 – 2014)**
  - **President, (2013)**
  - **Vice President, (2011 – 2012)**
  - **Director & Board Member, (2004 – 2014)**
  - **Secretary Treasurer, (2006 – 2011)**
- **Pikes Peak Mental Health Center – 2000 to 2001**
  - **Board of Directors – Community Board (Board was dissolved in 2001)**
- **Pikes Peak Healthcare Executive’s Forum**
- **Middle Market Entrepreneurs Board Member 2012 to 2014**
- **Women’s Resource Agency Board Member 2013 to 2017**
- **Southern Colorado Better Business Bureau**
  - **Excellence in Customer Service Award Evaluator (1999 - 2017)**
- **Puppy Raiser – Canine Companions International (CCI) – Puppy raiser for future use as companions for the handicapped**