

# JOE GONZALES

## Operations Director

Caring and driven leadership professional with extensive experience overseeing multi-site operations including leading complex teams in the execution of strategic initiatives that drive the success of the business. Instrumental in streamlining and improving processes, enhancing productivity, and implementing technology solutions, juggling multiple projects and initiatives. Outstanding communication ability, able to communicate with all levels of the organization by adapting style based on situation and personality. Strong passion for developing data driven strategic initiatives to enhance organizational objectives. Passionate for leading teams, using honesty to build trust and rapport while finding opportunities to develop others and provide opportunities for learning and development.

Strategic Planning & Implementation | Project Management | Staff Leadership & Development | Business Analytics | Budget Administration | Financial Oversight | Customer Experience & Satisfaction  
Capital Equipment Planning and Purchasing | Clinical Outcomes | Staff Scheduling  
Facility and Space Design | Written & Verbal Communications | Complex Problem Solving  
Policy & Procedure Development | Cross-Functional Team Collaboration | Staffing & Retention | Accreditation | PACS RIS

## Professional Experience

**Vail Health**  
Vail Co  
2020-Present

### **Director of Imaging (2020-Present)**

Provides leadership and oversight of medical imaging operations for Vail Health, 56 bed JAHCO accredited, with 6 satellite facilities. Responsible for implementation and opening of a new multi-modality imaging department. Provided leadership and oversight for 60 staff and 6 locations, and multiple modalities including cardiac echo, directing department operations, regulatory oversight, policy development, patient satisfaction, process and performance improvement, staff development, and service excellence. Overseeing strategic and capital planning for imaging, and the implementation of new facilities and equipment purchases. Strategized multiple initiatives to stay competitive within the market, including creating and executing strategic plans addressing specific issues and considering locations, physicians, and identifying any potential obstacles.

#### **Key Accomplishments:**

- Finished design and opened new multi-modality imaging department.
- Developed a scorecard to improve operational objectives.
- Started evaluating and revising all service contracts.
- Evaluated and restructured staffing optimize FTE.
- Implemented new scheduling phone system.
- Successfully prepared and passed JACHO accreditation.

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**Invision Sally Jobe**  
Englewood, CO  
2018-2020

## **Director of Operations (2018-2020)**

Provides leadership and oversight of operations for the entire Medical Imaging organization approximately 250 staff members, managing clinical operations for 13 multi- modality facilities, scheduling and back office operations, regulatory oversight, policy development, patient satisfaction, process and performance improvements, staff development, provider relations, and service excellence. Manages an annual operating budget of \$35,750,000, works closely with C suite and board of directors on strategic and capital planning for the organization. Implementation of new facilities and new service lines.

### ***Key Accomplishments:***

- Evaluated and implemented a new scheduling processes took scheduling from 20 minute hold times with 45% abandonment rate to 1:50 minute hold times and 5% abandonment rate in a 3 month timeframe.
- Restructuring entire clinical operations to improve workflow efficiencies, cancelation rates, staff backfill issues and patient satisfaction issues.
- Opened a new multi-modality facility Oct 1 2020.

**Kaiser Permanente**  
Centennial, CO  
2008 - 2018

## **Director of Medical Imaging (2009 - 2018)**

Provided leadership and oversight for the South Region consisting of 11 location and over 100 staff members, managing department operations, regulatory oversight, policy development, patient satisfaction, process and performance improvement, staff development, and service excellence. Overseeing strategic and capital planning for the region, and the implementation of new facilities and equipment purchases. Strategized multiple initiatives to stay competitive within the market, including creating and executing strategic plans addressing specific issues and considering locations, physicians, and identifying any potential obstacles.

### ***Key Accomplishments:***

- Reduced FTE's by 6 and improved patient satisfaction scores by 3% by evaluating current practices, analyzing volumes and workloads at each location to successfully standardize staffing and patient schedules across all facilities.
- Facilitated the opening of a new multi-million-dollar facility, which included strategic site planning, capital equipment installation, and the hiring and orientation of 35 multi-level staff members.
- Increased competitiveness within the market and reduced costs by implementing a strategic initiative for digital mammography across all facilities within the region, evaluating the volume of services, facilities, and physicians to successfully reduce overall equipment by 3 without impacting quality of service.

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- Spearheaded a special project to address the special needs of the community by implementing a mobile mammography unit, working with internal and external teams to evaluate vendors, coordinate logistics, staff the unite, and communicate services to patients.

## **Radiology Manager (2008 – 2009)**

Managed the daily administrative, clinical, technical, and clerical operations of 3 locations. Maintained staffing for the department, including scheduling for 30+ employees, monitoring and evaluating performance, safety, and regulatory standards, coaching and mentoring staff to ensure top performance. Ensured equipment and procedures were safe and functional, facilitating service when needed. Addressed department issues as needed, which included escalated patient complaints, patient waits, workflows, and staffing.

### ***Key Accomplishments:***

- Successfully served as the sole interim Regional Manager for 20 locations during a six-month transition period, improving quality care during that time.
- Recognized inefficiencies across the region, implementing strategic initiatives, including standardizing schedules to create consistent patient experiences across all locations.

### **Additional Experience**

**Professor of Healthcare Administration** | Regis University | Denver, CO

**Business Analyst/Lead Technologist** | The Children's Hospital | Aurora, CO

**Financial Planning and Insurance sales** | NewEngland Financial | Cherry Creek, CO

## **Education & Credentials**

### **Master of Science in Health Services Administration**

Regis University | Denver, CO

**Bachelor of Science in Medical Imaging Management**, minor Health Care Administration

Regis University | Denver, CO

### **Certification and Memberships**

Registered Technologist in Radiology (RT(R))

The Association for Medical Imaging Management (AHRA) | Active