

Tracy Selby

Director of Operations/Practice Manager

Pinole, CA 94564

tracyselby27@gmail.com

+1 530 919 7821

Experienced Director of Operations/Practice Administrator/Office Manager/HR/Accounting

Authorized to work in the US for any employer

Work Experience

Director of Operations/Practice Manager

Pacific Gynecology and Obstetrics Medical Group-San Francisco, CA

October 2022 to Present

Director of Operations/Practice Manager

Innovative and dynamic leader serving as the Director of Operations/Practice Manager for San Francisco OB-GYN Medical Group

Positive and motivated individual who will continuously improve practice and patient care standards. Possessing a strong financial background with an in-depth knowledge of practice operations, marketing, compliance, personnel management, workplace safety, and other regulatory issues pertaining to a medical practice.

- 20 years physician practice management experience
- Master degree in health administration
- Multi-tasking in a fast paced environment and work well with a team while providing excellent customer service
- Actively develops employees and sets clear expectations in order to build a high performing team
- Maintains open lines of communication and positive working relationships with staff, physicians and key system partners
- Oversee and direct all day to day practice operations including staffing, patient throughput, supply levels, and various operational and/or general maintenance issues that might arise
- Negotiate lease options
- Hire senior staff/Partners; i.e. Physician/NP/PA
- Quickbooks experience
- EPIC knowledge

Practice Administrator

CVR Management with Gill OB/GYN Medical/Gill Medical/Gill Aesthetics-Stockton, CA

November 2021 to June 2022

Full-time Practice Administrator for CVR Management a part of P. Gill Obstetrics & Gynecology Medical Group, Gill Medical Group and Gill Aesthetics. I oversee the daily administrative and clinical operations of the practice, staff, financial, housekeeping and maintenance. Collaboratively work along side with medical staff to ensure patient flow, ordering/stocking of supplies and efficient management of provider's schedules to meet the needs of patient care. Delegate responsibilities for clerical and clinical work activities and functions to site staff. Ability to see the big picture is essential with the growth of the clinics. I assist staff in developing and implementing short and long term work plans and objectives. As the first point of contact for patients, employees and providers with questions and concerns, I provide the ability to supervise and direct the activities of various levels of assigned personnel utilizing both professional and supervisory discretion and independent judgment.

- Oversee daily practice operations, including managing practices and operating budget, appointment scheduling, billing procedures, and environment of care.
- Monitor and coordinate office staffing needs with respect to patient demand, physician schedules and available support staff.
- Interview and select new staff and coordinate training of new and established medical staff.
- Manage staff by assigning and delegating tasks as needed.
- Work with providers to meet productivity and address open encounters.
- Approve payroll, manage time off requests and effectively use resources to optimize productivity.
- Ensures medical practice and team are meeting all quality improvement guidelines and requirements by health plans, county, state and federal entities as well as, accredited auditing agencies.
- Interact with patients, gain customer feedback and address patient complaints.
- Monitor practice's progress through reports and dashboards for overall health center efficiency.
- Perform introductory and annual employee reviews, competency forms and provide constructive feedback on their performance to help meet organizational and professional goals.
- Ensure that all policies and procedures function in accordance with local, state and federal laws.
- Maintain confidentiality and adhere to HIPAA regulations.

Medical Director of Operations

Bay Area Foot Care-Castro Valley, CA

November 2019 to August 2021

Responsible for the day-to-day operations of the practice as a whole and of each of the 8 office locations. I collaborate with and report to the practice's managing partners in regards to revenue management, non-physician personnel management, IT administration, business development, property management, office build outs and customer service across the continuum of patient care.

Direct, coordinate and oversee the operations and management of the medical group offices. Ensure the quality of service provided is in compliance with regulatory requirements (Federal and State regulations, MIPS, HIPAA, OSHA, and California Health Department) and company standards. Provide input to strategic planning process and coordinate the implementation of approved strategic initiatives. Provide leadership and direction to the practice with respect to human resource issues, operational efficiency, best practice implementation and patient satisfaction. Monitor office performance and identify strategies to improve quality of care/service and reduce costs. Collaborate with physicians in developing appropriate levels of patient services for the efficient day-to-day operations of the medical facilities. Direct, coordinate and oversee effective front office operations/Revenue Cycle Management (to include patient registration, eligibility and insurance contracts and reimbursement rates.) Hold team members accountable to established policies and procedures. Provide training programs for staff. Develop and maintain lean budgets and resource allocations. Monitor medical office business reports for performance indicators to meet organization goals. Assure the efficient management of accounts payable and expense reports in collaboration with accountant. Recruit, select, and train non-physician staff. Manage payroll and administer benefits. Oversee staffing and scheduling of the office locations. Ensure effective and ongoing, on-the-job training of team members, evaluate and record individual and team performance, provide coaching and counseling, and make appropriate developmental and salary adjustment recommendations. Lead and mentor the non-physician staff. Oversee call center and accounting. Aesthetics including laser. Ensure staff provide the highest quality of care and are in compliance with Federal, State, and Local requirements. Ensure effective communication within offices and between offices through regular meetings and published information. Facilitate team meetings as indicated. Regularly attend office hours in order to stay abreast of work efforts at the medical offices and provide leadership oversight. Attend physician staff meetings.

Responsible for overseeing inventory for all medical office locations and minimize waste. Review of biomedical equipment and clinical supplies including DME, and review potential new product lines and services. Negotiate equipment leases and best prices for supplies, business and medical. Ensure that clinical and office equipment is maintained in working order.

Monitor, resolve, and improve patient satisfaction. Act as patient advocate in resolving patient care issues. Direct the development, upkeep, and implementation of policies and procedures which support the goals and business objectives of the organization and clinics. Collaborate with staff to improve existing procedures and develop new efficiencies. Provide training programs for staff accordingly. Oversee security procedures that guard the private information of the practice and its patients, such as HITECH and HIPAA.

Responsible for facilities and premises management in collaboration with property management and landlords. Negotiate office leases.

Perpetuate and ensure practice growth.

Liaise with practice consultant, IT consultant, CPA, EMR company, provider representatives from health plans, attorney, answering service, water service, bio-hazardous waste removal, shredding service, off-site storage facilities.

Continue self-development with practice management education and membership.

Medical Practice Manager

California Orthopedics & Spine-Novato, CA

January 2019 to May 2019

- 3 Orthopedic & Spine Clinics
- 1 MRI/2 X-Ray/1 CT
- 14 Surgeons/6 PA's
- Call Center
- Surgery scheduling/Authorizations
- 85+ employees
- Practice Administrator, Human Resources and myself manage all 3 clinics including MRI/X-Ray/CT
- Training new hires
- Interview new candidates with HR
- Develop training for Call Center, MA's (Medical Assistant's), front office staff and surgery schedulers as needed
- Complete 'Write Up's' verbal and written warnings including firing employee's with HR
- Meet with the 'Operations Team' of California Orthopedics & Spine (COS) once a week to implement changes and discuss upcoming changes the shareholders are requesting for the 'Operations Team' to enforce for the clinics as a whole.
- Constantly changing tasks due to demand of the need of the Management and being able to prioritize
- Management of administrative staff ensuring that their contribution to the practice is valued and rewarded.
- Scheduling, approval of time off and conflict management
- Liaise with doctors and nurses to identify potential office challenges
- Manage provider templates and schedules
- Implement staff schedules to optimize staffing levels and patient flow to ensure efficient operations
- Oversight of daily operations of the practice in keeping with the practice's mission and vision
- Responsible for effective use of Electronic Health Records (EHR) including oversight of staff usage, coordination of training, and patient flow
- Evaluate office policies and procedures and propose changes where appropriate
- Evaluate and contribute to clinical efficiencies through template management and process management.
- Maintain and supervise staff in HIPAA and OSHA compliance
- Manage patient concerns and complaints with a high level of professionalism
- Communicate with building management and oversee facility including cleaning staff and emergency maintenance services as necessary
- Communicate and manage vendors
- Maintain office equipment
- Oversee clinical equipment maintenance and evaluate new technology as it becomes available
- Oversee ordering and accuracy of inventory for medical supplies (expense control)
- Oversee insurance verification/authorizations
- Troubleshoot billing and insurance issues
- Ensure compliance with current healthcare regulations, medical laws and high ethical standards

Medical Manager Consultant (Freelance)

Freelance/Self employed-Folsom, CA

March 2018 to November 2018

(contract ended)

- Improved the efficiency of an OB/GYN Medical office by solving complex business problems
- Made financial and operational business decisions for the office to succeed financially and sound
- Evaluated staffing, budgeting, and advertising
- Managed safety compliance regarding OSHA
- Hired new staff including Medical Assistant Externs
- Trained staff (Medical Assistants/Surgery Schedulers/Receptionists)
- Made Quality Control logs (Refrigerator/Injections/Samples/Autoclave)
- Renegotiated Physician Contracts
- Solved issues with Noridian/Medicare payments
- Completed audit on Insurance denials and Appealed claims and handled all Billing

EHR: Athena for Medical records, scheduling and billing

Medical Manager Consultant (Freelance)

Freelance/Self employed-Newcastle, CA

August 2017 to February 2018

(contract ended)

- Manage/Coordinate the Surgery scheduling of 5 General Surgeons for 3 offices.
- Contact the patient to coordinate the best date for their surgery with the surgeon's schedule
- Depending on the patients Insurance, schedule the patient to the appropriate Hospital or Outpatient Surgery facility
- Verify the Insurance benefits and request Authorization if required with HMO, PPO, TAR's
- Verified Medi-Cal, Medicare, All HMO/PPO Eligibilities
- Schedule the Surgeon's Assist if required for a case
- Complete a Lab and/or EKG/Cardiac clearance order if the Surgeon did not, so the patient has the proper clearances and testing needed for the scheduled Surgery
- Confirm all scheduled Surgeries with the Surgery centers/Hospital's that we have scheduled

EHR: Athena for Medical records, scheduling and billing

Medical Assistant/Patient Surgery Scheduling Coordinator Trainer (Freelance)

Folsom Orthopedics & Sports Medicine-Folsom, CA

April 2017 to August 2017

- Trained staff to coordinate surgery scheduling for patients making sure authorization is approved for appropriate CPT and ICD-10 codes
- Contacting correct 'rep' for surgery cases to have equipment needed for each surgery
- Consistently reviewing the scheduled patient's charts to make sure each patient is getting their clearances needed so a surgery does not have to be canceled
- If a surgery does cancel, have a waiting list available for patients to be added on to fill the Providers surgery schedule
- Make sure deposits are collect at Pre-Op for upcoming surgery
- Email/mail patient's surgery information regarding date and time of surgery, Pre-Op and Post-Op appointment
- Assist Providers in patient care rooms; ex. suture/staple removal, dressing changes, fitting patients for brace/boot/sling
- Currently studying to become a Registered Ortho Tech for castings

Medical Manager Consultant (Freelance)

Freelance/Self employed-Folsom, CA

November 2016 to January 2017

(contract ended)

- Manage all daily operations of a Psychiatry clinic
- HR: hiring Provider/Therapists
- Schedule monitoring
- State and County compliance
- Marketing
- Website updates
- Regular weekly meetings with staff and providers to ensure excellent communication and policy updates
- Oversee all QA for clinic and lab
- Trained accounting/bookkeeper and made sure the financials for the facility were within goals

Manager of Front Office Operations and Clinical Medical Assistant Manager for Podiatry- owner retired

Associates in Foot and Ankle Care-Folsom, CA

October 2005 to November 2016

Folsom and Placerville offices- Dr. Larsen/owner retired

Manager of Front Office Operations and Clinical Medical Assistant Manager for Podiatry office-
10/2005-11/2016

- Overhauled Folsom and Placerville clinics. Revised marketing management to achieve and generate higher productivity on patient referrals. Succeeded on goals and generated over benchmark revenue that was expected
- Streamlined and improved strategic planning, operations and quality of care in compliance with standards and facility policies
- Implemented improvements and established a cohesive team-oriented and accountable culture recognized by the doctors for outstanding performance
- Designed effective patient care recording record keeping documents implemented by all doctors
- Implemented HIPAA and JCAHO guidelines within all facilities to become compliant
- EMR compliance knowledgeable for all data entry including coding/billing
- Effective referrals skills; including EDD and work compensation
- Constantly analyzing stock/ordering per budget allotment
- Maintain consistent organizational skills
- Have an 'open door policy'

Clinical Medical Assistant

Dr. Mark Tong, M.D-Placerville, CA

October 2004 to January 2005

Consistently praised for efficient handling of administrative duties (e.g., answering phones, scheduling appointments, maintaining medical records, patient processing) that allowed the Doctor to focus on the health concerns of the patient

Demonstrated proficiency in taking patient medical histories and vital signs and performed injections, and various diagnostic procedures (e.g., EKG's, Sigmoidoscopy, assisting in outpatient

Surgeries, Urinalysis etc.)

Insurance Adjuster for Bodily Injury and General Liability Claims

Zurich Insurance-Rancho Cordova, CA

December 2003 to October 2004

I provided excellent customer service to all claims. I verified Insured's coverage on their insurance policy, investigated each claim separately, and negotiated settlements per insurance coverage guidelines, had to multi-task on a daily basis. Organization and time management skills were a must. All of my closed claims that were audited were considered 'Excellent'

Back Office Clinical Assistant (BOCA)

Marshall Family Medicine-Placerville, CA

January 1998 to December 2003

I worked in a fast pace multi-physician medical practice facility. I was the BOCA with Dr. Rosen M.D. and Maria Rosen F.N.P., in Geriatrics for three years, taking vitals, patient phone calls, stocking rooms, refilling prescriptions etc. Then, was offered a job with Marshall Family Medicine, Cameron Park, CA in Family Practice with Dr. Kal M.D. and decided to accept the job as I felt there was room for growth in my career at that time. I then was able to give children Immunizations; assisted in Circumcisions and do things I was not able to do in Geriatrics.

Education

Certified in First Aid

California

September 2020 to Present

Master's in Healthcare Management

Sacramento State - Sacramento, CA

2016

Medical Assistant Certificate in Medical Assistant

Ponderosa High School/ROP - Shingle Springs, CA

1997 to May 1998

High school or equivalent in High School

Independent Learning Center - Diamond Springs, CA

May 1998

Skills

- Healthcare Management
- ICD-10
- Practice Management
- Medical Coding
- CPT Coding
- Insurance Verification
- EMR Systems

- Experience Administering Injections
- Athenahealth
- Compliance Management
- Process Management
- Medical Records
- Medical Office Experience
- Recruiting
- Revenue Management
- Strategic Planning
- Human Resources
- Budgeting
- Team management
- Project management
- Project planning
- HIPAA
- Medical Scheduling
- Office Management
- Laboratory Experience
- Quality Assurance
- Financial Report Writing
- Epic
- ICD-10
- Microsoft Excel
- Management
- Microsoft Word
- Microsoft Powerpoint
- Business Development
- Lean
- Employee Orientation
- Hospitality management
- Communication skills
- Medical office experience
- Surgery
- Financial management
- Strategic planning
- Financial auditing
- Accounting
- Operations management
- Information security
- Supervising experience

- Bookkeeping
- Sales
- Medical office management
- Medical terminology
- Fiscal management
- Management
- Inpatient
- HIPAA
- English
- Business development
- Human resources
- Organizational skills
- Distributed control systems
- Leadership
- Financial acumen
- Senior leadership

Certifications and Licenses

CPR Certification

Assessments

Customer focus & orientation — Proficient

September 2021

Responding to customer situations with sensitivity

Full results: [Proficient](#)

Attention to detail — Proficient

October 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

Work motivation — Proficient

September 2021

Level of motivation and discipline applied toward work

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.