

SUSAN THOMAS

MHSA, CHC, CIA, CRMA, CPC
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Professional Profile

I have spent over four decades working in a variety of healthcare executive and managerial capacities, including strategic program development and implementation, regulatory oversight and administration, revenue cycle audits and risk mitigation, denial and appeal management, privacy and information security program implementation, healthcare advocacy, clinical department leadership, provider practice administration, risk management, and quality outcomes. In my current role as a regulatory compliance and privacy professional, and in my former roles as a corporate compliance officer and clinical department director, I have a demonstrated record of success in healthcare program development and implementation, as well as the ability to form mutually beneficial relationships. I am a hands-on manager and decisive team leader with highly developed negotiation skills and experience cultivating strategic healthcare business partnerships, recruiting and directing teams, developing performance improvement measures, and creating effective training programs.

- **Healthcare Expertise** – Healthcare industry experience in a variety of executive and managerial capacities. Including organizational strategic planning, revenue cycle and reimbursement initiatives, denial and appeal management, compliance oversight, privacy program development, healthcare advocacy, provider practice administration, internal audit, quality outcomes, clinical director, and outreach initiative coordinator.
- **Management** - Hands-on manager with highly developed negotiation skills and experience cultivating strategic healthcare business partnerships. Equally strong in administrative skills such as operations, budgeting, payment models, personnel and financial management.
- **Marketing** - Proven ability to network and form alliances with physicians and other healthcare professionals. Broad knowledge of healthcare disciplines, which enable the formation of mutually beneficial relationships to improve patient access to quality care.
- **Team Building** - Decisive team leader with extensive experience recruiting and directing teams, developing performance improvement measures and creating effective training programs.
- **Communication** - Persuasive communicator with well-developed presentation and negotiation skills. Ability to produce relevant and informative reports and presentations on a variety of healthcare issues to all levels of healthcare associates.

Education

Master's of Healthcare Administration
University of Kansas, Lawrence, Kansas

Bachelor's of Health Science, emphasis in Respiratory Therapy Management
Wichita State University, Wichita, Kansas

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Experience

Current

Self Employed – Susan Thomas Healthcare Consulting, LLC

As a seasoned healthcare consultant, I have a track record of working with organizations on complex regulatory and operational issues, such as compliance program development and oversight, revenue cycle management, denial and appeal response methods, HIPPA and Part 2 privacy process development, and oversight of physician and other referral source arrangements. I have the ability to understand and translate client needs into effective processes in order to maximize resources. I find inspiration in yoga, family, nature, music, and farm animals.

Previous

PYA, P.C, Overland Park, Kansas

- *Consulting Senior Manager, Revenue and Compliance Advisory Services*

Lawrence Memorial Hospital, Lawrence, Kansas

- *Corporate Compliance & Privacy Officer*
- *Outcomes Coordinator, Quality Services Department*
- *Clinical Coordinator for Respiratory Care*

Children's Mercy Hospital & Clinics, Kansas City, Missouri

- *Community Asthma Education Coordinator*

Lawrence Eye Care Associates, Lawrence, Kansas

- *Physician Practice Manager*

Kansas Department of Health and Environment, Topeka, Kansas

- *Farmworker Health Program Coordinator*

Republic County Hospital, Belleville, Kansas

- *Director of Respiratory Therapy and Cardiopulmonary Rehabilitation*
- *Physician Recruitment Team Member*

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Career Accomplishments

- National speaker and advisor on strategic healthcare issues, industry updates and initiatives, regulatory enforcement, referral source arrangements, and revenue cycle management
- Expert compliance advisor for organizations under DOJ investigations, OIG Corporate Integrity Agreements, and Independent Review Organization assessments
- Serve as a healthcare management subject matter expert, including performance of compliance program and compliance risk assessments on behalf of covered entities and affiliated organizations
- Stay current on all matters related to state and federal policy and regulatory changes, particularly those involving government and third-party payment issues, referral source arrangements, technology developments, and ever-evolving legislative changes.
- Provide ongoing virtual healthcare advisory expertise to assist health systems, hospitals, and physician practices meet regulatory mandates
- Implement training and professional development for compliance department managers and staff, clinical service line leaders, revenue cycle departments, executives, and boards of directors
- Provide reimbursement testimony to state Medicaid oversight committee on behalf of acute care hospital in response to contract and payment non-compliance
- Facilitate a series of processes to address potential operational vulnerabilities – clinical and technical denials, physician and facility billing, contract reconciliation, identity security, revenue cycle compliance, HIPAA/HITECH, meaningful use, OIG workplan, RAC, and other payer audits

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Career Accomplishments, cont'd

- Oversee and execute organizational internal audits—operational, financial, and systems – to evaluate existing controls and offer recommendations for improvement
- Audit organizational data systems; monitor contract compliance; monitor changes in local, state, and federal statutes
- Conduct detailed, compliance-related audits, utilizing a working knowledge of federal and state regulations, along with coding and billing experience
- Develop training materials for board members, administrators, providers, directors, and staff regarding HIPAA and regulatory matters
- Serve on multi-disciplinary teams for process improvement resulting from audits – operational excellence, ABN, cash handling, RAC, MAC probe, TPE, third-party audits, conflict of interest, physician and executive compensation, etc.
- Launch a new patient care department for a critical access hospital, providing necessary and effective therapeutics and a new source of revenue generation
- Merge two ophthalmology practices to capitalize on economies of scale and expand services to client base
- Develop 100K Lives teams to initiate evidence-based medicine interventions to positively impact mortality
- National recognition for the success of a Robert Woods Johnson asthma outreach initiative with physician offices in the greater Kansas City metro area, decreasing asthma care costs for Medicaid payer system
- Initiate a federal-grant-funded program that required intensive collaboration with primary care providers throughout the state to provide healthcare to an underserved population

Affiliations

- Heartland Community Health Clinic Board of Directors (FQHC)
- Douglas County Dental Clinic Board of Trustees
- CHC – Health Care Compliance Association, Midwest Region, National Conference Presenter
- Kansas Hospital Association Leadership Institute
- CIA, CRMA – Institute of Internal Auditors, KC Chapter - Program Committee
- Association of Healthcare Internal Auditors, National Conference Presenter & Committee Member
- CPC – AAPC, Local Chapter Member, ICD-10 Proficient
- University of Kansas MHSA Alumnus
- Lava Yoga Instructor – RYT 200 – Lawrence and Topeka
- Family Promise Volunteer
- Shy 38, Inc. Kansas Farm Animal Sanctuary Volunteer