

Pimmie R. Lopez, MBA, FACHE



Executive Summary

Articulate, strategic healthcare executive with over 20 years of progressive operations management experience in hospital/system-owned medical groups, fluency in Spanish with cross-cultural knowledge and expertise, with responsibility for primary care, specialty care and hospital-based specialties. Highly proficient in pediatric service line in multiple service locations, including urgent care and ED. Extremely comfortable overseeing over 500 employees and 150 providers in dozens of suburban and metropolitan outpatient sites. Very adept at the rapid development and expansion of medical groups using industry best practice models and tools.

Provide dynamic leadership style using collaborative and engaging communication approach with direct reports, providers and hospital counterparts. Personally driven to remove barriers and inefficiencies to provider productivity, patient flow and staff workload. Long time reputation for improving provider, staff and patient satisfaction to best-in-class levels. Extremely passionate about the training and develop of management teams, clinical leadership and service line staff to achieve optimal performance results. Highly active in professional associations for continued education and updated knowledge of industry trends and developments to further management contributions to organization.

Career Overview

Senior Executive – Medical Group Operations

Healthcare Colleagues, Draper, UT

March 2008 to Present

- Provide operations management to integrated medical groups in primary care, specialty care and hospital-based specialty care including cardiology, colorectal surgery, infectious disease, general surgery, geriatrics, orthopedics, psychiatry, sleep disorders and vascular surgery.
- Participate in hospital administrative councils to plan and coordinate medical group services.
- Report directly to hospital senior leadership, including CEO, COO, CFO and SVP.
- Align strategic planning to support integrated healthcare system mission, business objectives and service line requirements.
- Oversee all provider recruitment planning and successful onboarding activities.
- Responsible for annual and capital operating budgets up to \$72 million.
- Manage ongoing initiatives for process improvements in scheduling, patient intake and workflow.

Operations Director

Parkway Health Center - University of Utah Health Care, Salt Lake City, UT

June 2003 to February 2008

- Managed business and clinic support operations for multispecialty group including Family Practice, Internal Medicine, Physical Medicine & Rehabilitation, Optometry and Ophthalmology specialties.
- Prepared annual budget and completed monthly financial reporting for clinic operations.
- Ensured compliance with county, state and federal regulatory requirements.
- Oversaw outreaching and marketing activities in service area.
- Conducted staff, management and physician business and inservice meetings.
- Provided leadership for numerous quality-of-care, customer service and performance improvements projects.
- Achieved highest ratings in patient and employee satisfaction surveys.
- Achieved and sustained lowest employee turnover rate in healthcare system.
- Recognized as a "best practice" facility by the Studer Consulting Group.

Region Executive

- Ambulatory Management Services, Inc., Westerville, OH August 2000 to March 2003
- Provided extensive consulting services to executive leadership of hospital-owned physician networks.
 - Redesigned organizational infrastructures to enable financial and operational sustainability.
 - Completed medical group staffing and productivity analysis for Rapid Improvement Plans.
 - Performed comprehensive network evaluations for several Integrated Delivery Networks (IDNs).
 - Served as Interim Chief Executive Officer (CEO) for Michigan-based Federally Qualified Health Center (FQHC).
 - Regularly involved in national-level marketing activities, including conference displays.

Educational Sabbatical to Complete Master’s Degree June 1998 to August 2000

Department (Business) Manager

- Primary Children’s Hospital, Salt Lake City, UT September 1997 to June 1998
- Provided direct supervision for patient accounts, admitting, registration and health information services for 289 bed children’s hospital.
 - Responsible for oversight and approval of charity services for needy families.
 - Participated in quality improvement projects in hospital. Hospital recognized as “Top 10” children’s hospital.
 - Actively participated in hospital and community advocacy for the improved safety and health of children in service area.

Clinic Manager

- Iasis Healthcare, Salt Lake City, Utah April 1992 to August 1997
- Responsible for the management and operations of Family Practice residency clinic that was jointly owned by Iasis Health Care and the University of Utah School of Medicine.
 - Managed Family Practice and Physical Medicine practices.
 - Provided additional consultative services to independent OB/GYN specialist.
 - Provided back-up coverage for Occupational Medicine Clinic and second Family Practice clinic.
 - Oversaw new facility construction and relocation of residency clinic.

Education

Master of Business Administration Degree (MBA)

Brigham Young University, Provo, Utah

Bachelor of Science Degree – Industrial Relations

California Polytechnic State University (Cal Poly), San Luis Obispo, California

Professional Memberships & Affiliations

American College of HealthCare Executives (ACHE)
Fellow, Board-Certified in Healthcare Management

Utah Health Advisory Council
Appointed by Governor Gary Herbert

Utah Medical Group Management Association (UMGMA)
Past Chapter President

Formal Presentations

American College of Healthcare Executives (ACHE)

2016 Congress on Healthcare Leadership

Session Lead-Presenter: *Diversity in Healthcare Leadership: Strategies for Success*

Illinois Medical Group Management Association

2015 Annual Conference

Topic Presenter: *Strategic Planning for Integrated Medical Groups: The Road Map for Success*

Alabama Medical Group Management Association

2014 Annual Conference

Session Presenter: *Removing Barriers to Physician Productivity*

Florida Medical Group Management Association

2014 Annual Conference

Session Presenter: *Common Mistakes of Growing Medical Groups*

Ohio State Medical Association

2013 Annual Education Symposium – Columbus, Ohio

Session Co-Presenter: *Removing Barriers to Physician Productivity*

Medical Group Management Association (MGMA)

2012 National Annual Conference – San Antonio, Texas

Session Co-Presenter: *How Physicians Can Save Time, See More Patients and Increase Practice Revenue*

Publications

Physicians Practice Magazine, August 16, 2013

Article Author: *How to Boost Your Medical Practice Revenue*

AAPC, April 2, 2013

Webinar Presenter: *Ten Simple Indicators that Will Lead Your Practice to Financial Success*

Participant Rating: 4.5 out of 5.0

AAPC Healthcare Business, April 17, 2013

Article Author: *Culture Development: Your Most Important ROI*