

Alan Lewis

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ALWAYS
FOCUSED
ON THE
PATIENT

VISIONARY & COMPASSIONATE HEALTHCARE EXECUTIVE

Chief Executive Officer (CEO) / Board Leader / Patient Advocate

Respected industry-wide for turning ABC Health into the 3rd largest home healthcare program in the United States, as well as a leading healthcare provider for the underserved in Oklahoma.

Forward-looking strategist and industry thought leader with an extraordinary history of optimizing patient services, winning national acclaim, and leading healthcare organizations to significantly outpace initial growth forecasts. Extensive success in leading both non-profit and for-profit organizations across the continuum of care. Known for capitalizing on opportunities that maximize operational efficiency, financial performance, and brand prestige. Consistent track record of achieving ambitious patient care goals.

Key Offerings / Remarkable Outcomes:

- Transformative Innovation:** Turned around failing institutions with a fool-proof business model. Created revolutionary business development unit that propelled 350% growth for ABC Health's home healthcare program.
- Profound Business Savvy:** Repeatedly applied never-fail sales techniques and employed strategies that rapidly grew non-profit organizations. Stayed ahead of trends while greatly expanding ABC Health's services and capabilities.
- Board Leadership & Governance:** Doubled the size of ABC Health's Board of Directors while instituting game-changing policies, ensuring transparent communications, influencing key stakeholders, and drafting new by-laws manual.
- Partnerships & Acquisitions:** Spurred tremendous growth by securing \$14 million affiliation with Oklahoma Health Action Network as ABC Health's CEO, and by acquiring 9 physician practices as XYZ Hospital's Chief Administrator.

Career Success

ABC HEALTH, Oklahoma City, Oklahoma

Comprehensive healthcare organization with 1,400+ employees, \$250 million in annual revenue, and 34 sites across 21 states. System includes integrated clinics offering primary care, behavioral health, substance abuse treatment, home healthcare, and dental services.

Chief Executive Officer (CEO), 2008 to 2017

Rebranded Acme Patient Care to ABC Health while building Human Resources, Quality Assurance, External Affairs, Marketing, and Managed Care Departments. Architected efficient organizational infrastructure that supported radical growth. Introduced services for underserved populations across all locations. Set ABC Health's new vision/strategy, championed core values, and spearheaded organization-wide culture enhancement effort. Obtained FQHC and Patient-Centered Medical Home (PCMH) Level 3 designations while obtaining Article 31 and 822 licenses. Steered and inspired national team of 1,400+ with 20 executive direct reports.

Added 6,000+ Members
to Home Healthcare
Program, a 300% Increase



Grew to 34 Sites Across 21 States

Boosted Revenue 425%

Increased Primary Care Visits 620%

Positioned ABC Health to become the largest home healthcare management program nationwide, and a leading healthcare provider for the underserved in Oklahoma. Empowered organization to provide clinic-based care to Medicaid and dual-eligible populations. Expanded services to include behavioral health and dental care.

- **Reversed losses to realize \$3.2 annual income gains**, increasing revenue 425% and primary care visits 620%. Expanded organization from 8 sites to 34 sites nationwide.
- **Grew home healthcare program from 2,000 to 6,000+ members** after transitioning COBRA case management services. Produced engaging membership campaign.
- **Won \$12 million in federal and state grants** to extend healthcare access to underserved populations across the state of Oklahoma.
- **Led team to cultivate 700+ referral sources and 13,000 new patients**; enabled organization to serve 190,000 patient visits annually.

MNO NURSE SERVICE, Oklahoma City, Oklahoma

Non-profit home care company and managed care plan serving 21,000 patients across Oklahoma.

Executive Director of Business Development, 2002 to 2008

Led and motivated 200+ account management and intake personnel to peak performance levels while supervising the intake processing of nearly 90,000 admissions annually. Produced highly innovative cardiac, rehabilitative, and orthopedic referral programs; leveraged market research, surveys, and focus groups to identify and capitalize on emerging industry trends. Strengthened relationships with key referral sources, including hospitals, nursing homes, and community-based organizations.

- **Created \$20 million revenue pipeline** from 12 hospital contracts, 50 nursing homes, and 100+ physician practices.
- **Exceeded annual business development targets by at least 8%** across all lines of business for 3 consecutive years.
- **Secured 50+ MD contracts;** partnered with MNO program to formulate and execute high-impact doctor recruitment strategies.
- **Boosted revenue 80% for key hospital accounts** by customizing program offerings to meet unique hospital/account needs.

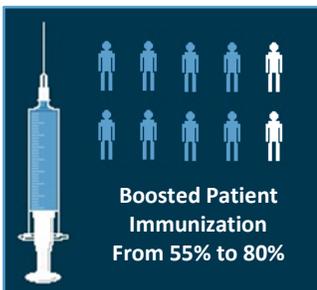
XYZ HEALTH ALLIANCE, Oklahoma City, Oklahoma

Oklahoma University teaching affiliate that provides primary care, mental healthcare, and substance abuse treatment services.

Executive Director and Chief Administrator, XYZ Hospital, 2000 to 2002

Managed 10+ community-based healthcare centers while enhancing effectiveness of programmatic/outreach functions. Directed the FGH Plan, a \$7 million all-inclusive payer-provider care plan for the elderly. Implemented cardiac, PCP, and surgical programs while spearheading capital improvement projects. Expanded rehabilitative space; opened Smith Healing Center and subspecialty facilities, including surgery, endocrinology, podiatry, and oncology units.

- **Turned around hospital by acquiring 9 physician practices** and establishing account partnerships with 14 nursing homes.
- **Increased hospital occupancy from 50% to 95%** while adding 86 beds in the new Smith Healing Center.
- **Improved Medicare payer mix from 18% to 65%** by building new insurance alliances/relationships.
- **Reduced average wait times from 1 hour to 17 minutes** by streamlining patient administration processes.



Senior Director, XYZ Hospital, 1997 to 2000

Directed key laboratory, pathology, cardiopulmonary, pharmacy, radiology, respiratory, and rehabilitation operations. Maximized financial performance, operational efficiency, and business development while managing rehabilitation services, house calls, and the XYZ Health Center.

- **Brought patient immunization rate from 55% to 80%** with proactive patient care policies.
- **Introduced nurse practitioner plan**, which was adopted as a statewide model for excellence.
- **Grew patient caseload by 15%** after building strategic relationships with 25 nursing homes.

Past success as Vice President of Business Development at National Home Healthcare Corporation.

Board Leadership

- **Chairman and Sponsor, CDE Care:** Special needs plan valued at \$350 million that targets HIV/AIDS patients. 2014 to 2017
- **Vice Chairman, Community Care Management Partners:** Medicaid-based home healthcare provider. 2012 to 2016
- **Board Member, Treatment Communities of America:** Organization advocating improved community care. 2010 to 2015

Education

Master of Health and Public Administration | OKLAHOMA UNIVERSITY, SCHOOL OF HEALTH & PUBLIC SERVICE

Bachelor of Science in Social Welfare and Psychology | STATE UNIVERSITY OF OKLAHOMA

Fellow, Oklahoma Academy of Medicine (FOAM) / Fellow, American College of Healthcare Executives (FACHE)

Industry Recognitions

Special Leadership Award for Outstanding Care of People in Need, Oklahoma Leadership Guild, 2015

Healthcare Golden Giver Award, Healthy Life Association, 2013

Invited Guest Speaker at World AIDS Conference, National Case Management Association, Therapeutic Communities of America, Substance Abuse Providers National Conference, OK Home Care Association, and Oklahoma City Visiting Nurse Service.

Résumé Strategy

I wanted employers to quickly see that this exemplary healthcare executive consistently achieved 2 things for each of his employers: He rapidly expanded each organization and significantly improved the quality of patient care.

I created a specialized logo with his initials to start off his header, which I complemented with the heartbeat monitor illustration. This subtle detail hinted at his earlier success in the field of cardiology, a quality which would not present itself to the reader until the second page.

The next step was to highlight his career achievements, which were bulky with process details, so I truncated them and added eye-catching checklist graphics. I also divided this section with smaller titles to reinforce his various value propositions.

To break up the rather substantial text dedicated to his current position in his original résumé, I added an illustrated accomplishment section and a dark text box. Not only did this add visual interest to the page, but it more effectively spotlighted his achievement of turning his current employer into the largest home healthcare management program in the United States.

On the second page, I created an immunization infographic in order to keep the reader visually interested throughout the entire career history.