

CAMERON ABBINGTON

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C-Level Healthcare Operations & Administrative Executive

Turnaround Operations | Network Practice Integration | Revenue Cycle Management | Physician Relations

LEADERSHIP PROFILE:

- 20+ years in Multi-Specialty Practice Administration
- MHA and MBA degrees
- P&L responsibility: \$35M
- Early career foundation in IT, leveraged to optimize processes and data management

Restoring Vitality to Ailing Healthcare Entities

Healthcare business strategist who revitalizes organizations, turning them into highly profitable enterprises. Results-focused problem solver who keeps a steady finger on the pulse of operations to continually standardize, improve, and fine-tune systems, processes, and policies. Unconventional change maker who tightly controls expenditure, billing, and collections to stop the bleed of lost profits and revenue. Inspirational, servant leader who lifts morale and builds cohesive, collaborative, engaged, and patient-centered teams.

Healthcare Operations Expertise

Business Administration
IT / Systems Alignment
Staffing Optimization
Budget Development
Strategic Planning

Physician Practice Integration
Data Management & Analytics
Revenue Cycle Management
Team Building & Leadership
Pension Plan Funding & Administration

Process Improvement
Contract Negotiation
Supplier Relations
Regulatory Compliance
Claims Processing

Leadership Experience

RADIOLOGY ASSOCIATES OF SEATTLE (Seattle, WA)

2004–Present

Private radiology practice servicing University of Washington Medical Center | 75 staff | \$28M annual revenue

Chief Operating Officer (2002–2013) | Advisor/Consultant (2014–Present)

Challenge: To resuscitate the debt-ridden group from imminent bankruptcy, a frozen and underfunded pension, low service levels, crippling turnover, and depressed morale.

Snapshot of Impact: Turned a loss-generating organization into a vibrant, recognized, \$26M enterprise with a fully funded pension and a stabilized, engaged, customer service-oriented workforce. Drove unprecedented revenue growth: \$4M in 1st year, \$8M by year 3, and \$12M by year 6. Increased pension assets by \$22M—from 45% underfunded to 115% funded—despite market downturn.

- **Operational Turnaround:** Revamped billing and collections, leading a major IT overhaul to gain control over processes. Championed strict adherence to claims-authorization rules to avoid penalties. Controlled hemorrhaging revenues from clinical trials that had been systematically unbilled.
- **Quality Control & Regulatory Compliance:** Prevented double billing and associated penalties by implementing EPIC radiant module. Improved coding quality, achieving 99.9% accuracy.
- **Crisis Management:** Reduced debilitating turnover (from 85% to 10%) by offering competitive physician salaries and unfreezing pension, allowing a refocus of efforts on performance optimization.
- **Customer Value:** Restored trust of referral community by improving the quality of service, helping patients and referring doctors to navigate complex insurance requirements. Created and delivered customer service training programs. Expanded service offerings and upgraded equipment.

Revenue Improvement



AUSTIN IMAGING (Austin, TX)

2002–2004

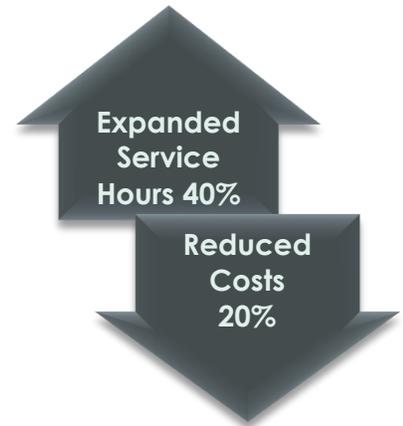
Radiology group servicing St. Joseph's Health System | 120 staff | \$45M annual revenue

Chief Administrative Officer

Challenge: To anchor an operation lacking active leadership that was suffering from low morale and tense relations with the health system it served and to turn sluggish revenue and profits into growth.

Snapshot of Impact: *Developed a strategic action plan involving technology overhauls, equipment replacement, and expansion of service offerings.* Raised morale levels and fostered trust and collaboration among staff and with St. Joseph's. Laid the foundation for performance improvement.

- **Business Growth:** Better served the patient base while driving volume and revenue gains by expanding service hours 40% and building the capabilities to accommodate the growth.
- **Performance Optimization:** Safeguarded 2% Medicaid revenue bump and prevented penalties associated with inaccurate claims by enrolling in National Radiology Registry from the American College of Radiology.
- **Supplier Negotiations:** Renegotiated cash-draining supply and laundry contracts, reducing costs 20%.
- **Process Improvement:** Authored policies and standardized procedures, earning recognition by the American College of Radiology as a Diagnostic Center of Excellence. Centralized and simplified dispersed data reporting to increase utilization and improve efficiency.

**SEATTLE MEDICAL INSTITUTE** (Seattle, WA)

2000–2002

Private, for-profit medical school | 75 staff | \$20M annual revenue (clinics)

Executive Director—Practice Administration

Challenge: To turn around and consolidate independently run clinical practices losing \$4M per year.

Snapshot of Impact: *Fought a downward business spiral, reducing losses 80% in one year* and proved viability of a more efficient model without compromising quality of care or employee morale.

- **Business Development:** Expanded service offerings to meet client demand, building capabilities for dermatology and oncology sections.
- **Streamlining:** Consolidated 3 independently run reception desks into one, saving on staffing costs and projecting a one-team image.
- **Cost Control:** Standardized supplies, ordering through a single supplier to negotiate better prices through volume discounts.

**BANNER HEALTH SYSTEMS** (Seattle, WA)

1996–2000

Network of 8 hospitals | 100 staff

Practice Administrator, Seattle Medical Associates (1999–2000) | **Director, Operations, Banner Services for Physicians** (1998–2000) | **Director, Managed Care Operations/Director MSO Operations**, 1996–1998)

Challenge: To build health operations and administration expertise through increasingly complex roles.

Snapshot of Impact: *Created new capabilities and led IT transformations* to improve service offerings, optimize processes, and resolve billing issues related to practice and managed care administration, Medicaid HMO operations, physician billing, and claims.

- **Process Improvement:** Reduced severe delays in claims payments—from 10 months to 45 days—earning the credibility needed among the physician network to set up MSO services.
- **IT Transformation:** Championed early adoption of an EPIC-based MSO to provide third-party administration to health plans and provide physician services, transforming billing and finance administration and strengthening the physician network.

Early Career

Established the foundation for success in healthcare administration and gained solid IT exposure.

ALLIED MEDICAL CENTER (Seattle, WA) | Administrator (evening and weekend)

FAMILY HEALTH SYSTEMS (Phoenix, AZ) | Manager, Managed Care & Finance (substitute)

ARIZONA STATE UNIVERSITY MEDICAL CENTER (Phoenix, AZ) | Graduate Administrative Associate



ALPHA DATA LIMITED (Phoenix, AZ) | Project Manager / Consultant Specialist

TECH CORE LIMITED (Phoenix, AZ) | Senior Engineer / Project Manager

ARIZONA COMPUTERS LIMITED (Phoenix, AZ) | Systems Analyst / System Engineer

Education

Master of Health Administration (MHA)

UNIVERSITY OF ARIZONA | Tucson, AZ

Top 10% of graduating class.

Master of Business Administration (MBA)

ARIZONA STATE UNIVERSITY | Tempe, AZ

Top 5% of graduating class. Modules at Peking University in China.

Bachelor of Science, Mathematics (BA)

ARIZONA STATE UNIVERSITY | Tempe, AZ

Year abroad in Paris, France. Graduated Cum Laude.

Affiliations

American College of Healthcare Executives

Radiology Business Management Association

Association for Medical Imaging Management

Medical Group Management Association

Resume Strategy

For healthcare operations failing to thrive, Cameron Abbington was just what the doctor ordered. Throughout his 20+-year career in healthcare operations and multi-specialty practice administration, Cameron had become known for resuscitating weak enterprises and reviving flatlining revenues and profits by mainlining efficiency and control into systems, processes, and policies. In describing his career goals to me, he said, "The more messed up an organization, the happier I am." Thus, I needed to position Cameron as the C-level elixir of financially distraught healthcare systems.

The theme I came up with for the resume—and indeed Cameron's very brand—is "Restoring Vitality to Ailing Multi-Specialty Health Systems". Taking this to heart, I not only highlighted his specific turnaround accomplishments but injected this concept into the very design of the resume—from the border under his name and contact details that turns into a pulse indicator, depicting resuscitation, to the mint-green color scheme suggestive of hospital scrubs. I also introduced colorful medical analogies, such as "steady finger on the pulse of operations", "stop the bleed of lost profits", and "controlled hemorrhaging revenues".

To showcase Cameron's match for his ideal role, I included a qualifications profile at the top, while creating a highly "skimmable" experience section with a boxed-in "Snapshot of Impact" under each role, and the use of graphics to highlight "wow" achievements.