

Patient Service Executive

Passionate and patient-centric professional with comprehensive experience in overseeing end-to-end healthcare operations with a keen emphasis on achieving performance/service excellence and value-based care.

I am skilled in supervising medical/behavioural health personnel and operations, including overseeing all providers, ensuring the quality of care, and developing and implementing all other administrative aspects. Repeated success in delivering high-quality clinical service and providing clients with a central source of clinical expertise. Expert in leading all aspects of healthcare procedures, including patient care, staff management, and budgeting. Excel at guiding groups of people to higher standards of performance in healthcare. Track record of operating closely with patients, families, and other professionals for well-rounded medical care. Adept at applying statistical, research, clinical theories, and robust methods to solve complex problems. I am committed to the principles of Lean, Transformational Leadership, and Servant Leadership, as well as a strong faith in the value of evidence-based practice and a team-based approach to managing day-to-day activities.

Areas of Expertise

- Exceptional Patient Care
- Strategic Planning & Execution
- Program Management
- Quality Improvement
- Redevelopment
- Healthcare Operations Management
- Relationship Building
- Financial Management
- HR Management
- Leadership development
- Team Building & Leadership
- Information Management
- Business Analytics
- Change Management
- Research and Innovation

Career Experience

Partner Community Health, Mississauga, ON

2023 – Present

Vice President of Senior Care and Clinical Services

Collaborate with stakeholders to achieve mutual goals and focus on community partnership to Support Healthy Aging and Aging in Place. Form and lead internal teams to support the operationalization of Wellbrook Place, a 632 LTC home, which includes providing training and mentorship as needed. Directly and indirectly, manage staff to enhance professional development and personal growth. Manage relationships with the Ministry of Long-Term Care, Ontario Health, Home and Community Services, Families, and Residents. Lead education, research, innovation and continuous quality improvement. Accountable for the operations of the homes and the Integrated Senior Hub.

- Successfully opening and operationalizing Wellbrook Place.
- Support the foundation and program design of the CALTC program, aiming to provide LTC services to seniors in the community
- Establishing the Academic Research & Innovation portfolio, securing partnerships with 14 academic organizations and welcoming 400+ students in the first year, with student satisfaction over 95%.
- Supporting eleven research studies, resulting in one publication thus far.
- Leading multiple technology implementations aimed at improving the quality of care and resident outcomes.
- Launching the Leadership Development Institute, an in-house initiative to support the growth and capability of our leaders.

Humber River Hospital, Toronto, ON

2020 – 2023

Clinical Lead Development, Humber Meadows Long-Term Care

Design Humber Meadow in collaboration with the Ministry of Long-Term Care, Infrastructure Ontario, Montgomery Siam, HOK, and Humber administration. Deliver the theoretical grounding necessary to guarantee dedication to post-pandemic design, resident safety, and an effective working atmosphere. Engage with MLTC to establish a budget for furnishings,

amenities, and equipment and secure funding to purchase said items. Recruit, hire, and onboard Humber Meadow's leadership team; collaborate with such a group to create the facility's Model of Care, policies, and procedures; and oversee the hiring of 430 staff members. Develop an occupancy plan and budget analysis with MLTC, OH, and Humber Meadow team to ensure safe onboarding of residents and staff.

- Played a vital role in finalizing policy with MLTC to acquire over \$29M funding for home operations.
- Led a governance model and the company's Mission, Vision, and Values, as well as establishing the Board of Directors.
- Obtained a \$12M budget and oversaw the procurement of all budgeted goods with Lakeridge Health, Trillium Health Partners, and SSW.
- Initiated the process for the home to become a Best Practice Spotlight Organization with RNAO

Humber River Hospital, Toronto, ON

2020 – 2023

Program Director, Post Acute & Reactivation Care

Collaborate with EVP on Finch site strategy planning to support senior care, including ADP, UCC, Respite Bed Program, LTC+ enhancement, and Mobile Response team. Manage the day-to-day activities of the RCC Finch and offer strategic guidance to the affiliated hospital to foster more excellent teamwork and realize shared objectives, including creating a tool for assessing the long-term success of RCC initiatives and the impact on individual patients. Facilitate in establishment of an organizational framework to combat ageism and other forms of discrimination. Establish a community of practice meeting every week for the administrators of the homes in the catchment region, with the goals of increasing collaboration between the homes and sharing learned lessons. Direct a community-wide campaign to vaccinate seniors, resulting in a 97% vaccination rate among this demographic. Vaccines were administered in 35 retirement homes and 25 NORC buildings.

- Reintroduced lease with Partners Hospitals at Finch location for the period December 2022 through December 2027.
- Detained the position of the mobile vaccine operation, coordinating with MGH and WCH to administer 25K doses of vaccine in just seven days to people from low-income and high-hesitancy areas.
- Oversaw the community's vaccination reaction by coordinating with Toronto Public Health and Ontario Health to open a massive vaccination site where over 2M people were vaccinated.

Humber River Hospital RCC Finch, Toronto, ON

2018 – 2020

Site Operation Manager

Oversaw the daily operations of 230 beds at the RCC Finch site, offering strategic guidance to the affiliated hospital to foster greater teamwork and realize shared objectives. Managed Sleep Lab operations to improve patient access through business proposals to expand capacity. Administered more than 50K tests at the Finch Covid-19 Assessment Centre since opening in March 2020 and successfully met community requirements.

- Enhanced utilization by 10% while simultaneously reducing the scoring time by 2.3 days.
- Contributed to creating a company-wide strategy for promoting diversity and inclusion as a steering group member.
- Applied a nursing theory paradigm to maximize productivity with the available means.

Humber River Hospital, Toronto, ON

2017 – 2018

Clinical Manager Acute Medicine, GI, Respiriology

Served as a leader in advancing the organization's goals and objectives by directing the implementation of the Community-Acquired Pneumonia and COPD QBP, which resulted in an adoption rate of 89 % for the paper-based pathway. Collaborated with GE Healthcare and Humber's leadership in developing Humber's Command Centre. Develop the pull system, decreasing 30 percent LOS of admitted patients in the Emergency Department.

- Led the implementation of multiple quality improvement projects through the Patient Care Council
- Achieve 89% of staff engagement in the Hospital Survey
- Achieve exemplary level by accreditation Canada, showcasing the unit's performance in patient safety, quality improvement and social service.

Humber River Hospital, Toronto, ON

2015 – 2017

Clinical Manager Stroke & Rehab Program, ALC

Assisted in introducing a company-wide screening for dysphasia within 24 hours of admission; 92% of stroke patients' evaluation. Oversaw a variety of patient-related operations and spearheaded the creation and rollout of a corporate surge plan. Increased population's access to recommended treatment promptly and reduced LOS by implementing a digital Stroke Pathway to Quality-Based Procedure.

- Reduced the 30-day readmission rate for Stroke patients by 5% and the length of stay (LOS) for all Stroke patients to 7.5 days through evidence-based practice and strong leadership in advancing program goals and objectives.
- Achieve exemplary level by accreditation Canada, showcasing the unit's performance in patient safety, quality improvement and social service.

Humber River Hospital, Toronto, ON

2014 – 2015

Program Service Coordinator

Enabled smooth admissions, transfers, and discharges for patients coming from within and outside the facility. Coordinated with coworkers and management to improve the flow of patients. Provided support to operations of the multisite hospital as well as 14 quality improvement initiatives.

- Let the hospital transition to a new facility successfully, organizing the transition of 348 patients in one day to the new site in collaboration with Humber's Senior Team.

Additional Experience

Interim Manager of Patient Flow and Clinical Utilization, Humber River Hospital, Toronto, Canada (7 months)

ED Registered Nurse, St. Joseph's Health Centre, Toronto, ON (10 years)

Chief Nurse, Royal Caribbean Cruise Line (2 years)

Royal Nurse, Royal Caribbean Cruise Line (2 years)

Flight Nurse, Fox Flight Inc., Toronto, Canada (4 years)

Education & Certifications

Doctorate in Health Administration: GPA: 3.96/4.0 – University of Phoenix, Phoenix, AZ Dean Honour List Recipient

Post-Master Health Administration Certificate – University of Phoenix, Phoenix, AZ

Aging Awareness Certificate – Humber River Hospital, Toronto

Master of Business Administration, with a focus on Business Analytics – University of Fredericton, Fredericton, Canada

Bachelor of Science in Nursing – Toronto Metropolitan University, Toronto, Canada

Best Practice Champion BPSO – RNAO, Virtual Learning

Patient Centered Care Certificate – IHI, Online

Patient Safety Certificate for Leaders – IHI, Online

Leader Development Institute, Humber River Hospital – Studer Group

Lean Six Sigma Yellow Belt – OHA

Registered Nurse – IPS "Martirez 27 de Noviembre", Cuba

Scholarly & Research

Adjunct Professor, School of Nursing, University of Toronto, 2025

Preceptor for Nursing PHD student, University of Toronto, 2025

Covid-19 in Older Adult Webinar, panelist, MDBriefCase 2023

COVID-19 and Latin American Community in Canada, expert briefing, MDBriefCase 2023

Canadian Nurse Shortage, White Paper, University of Phoenix, 2023

Special Lecture on Diversity, Equity and Inclusion to the University of Toronto, School of Medicine 2023

Special Lecture on Humber Meadow development to George Washington University, Master's in Health Administration 2022
IHI Poster Presentation "Collaborative Implementation of Patient Satisfaction Survey in a Multi-Hospital Environment" 2022
IHI Poster Presentation "Covid-19 pediatric focus assessment center" 2021
IHI Poster Presentation "Patient Flow, reducing ED transfer to IP beds" 2018.
Preceptor for MBA student, McMaster University, 2021, 2022, 2023, 2024
Preceptor for MN student, Ryerson University 2021, 2022
Preceptor for MHA student, George Washington University, 2022/23

Languages

English | Spanish: Fluent
Italian: Limited Working