

REMA AZAB

azabrema@gmail.com | +973 33413157 | Nationality: American | Fluent in English and Arabic

EDUCATION

The University of Texas at Dallas - TX

Executive Masters in Healthcare Leadership and Management

GPA 4.0/4.0

Bachelors of Science in Healthcare Management (Summa Cum Laude, Dean's list)

GPA 3.9/4.0

SKILLS

Data visualization, data cleaning and preparation, data analysis and exploration, process automation, communication, computer software and application knowledge, problem solving, relationship and team building and leading, innovative thinking, process improvement, project management, LEAN, CQI, proactive quick learner, conflict resolution, Microsoft Office

BUSINESS EXPERIENCE

Summary: +10 years of experience in leading process improvement and automation projects that positively impacted internal procedures, customer satisfaction, and business return. Proven ability and competency to communicate technical information to non-technical users and explain business needs in technical terms. Experienced in creating meaningful data visualization and analytical reports to make data driven decisions. High level of EQ and soft skills which has helped build and lead teams successfully through adaptation and change. Lean Six Sigma and Continuous Quality Improvement certified.

Bahrain Specialist Hospital - Bahrain

Hospital Operations Executive

February 2020 – December 2023

- Improved ER triage and ER patient turnaround time from 54% to 92% of critical patients to have lab results within 1 hour
- Improved call center KPIs from 65% to over 95% first call resolution and convert calls to appointments with streamlined processes
- Led the transition to paperless insurance approvals by implementing a digital submission and follow up process reducing turnaround time from 50 hours to 11 hours; led the transition to paperless inpatient food service resulting in accurate and up to date communication of patient diet plan
- Streamlined outpatient pharmacy process flow which resulted in 92% of patients to be seen within 15 min; streamlined Radiology scheduling to result in fully booked schedules and minimal patient wait times
- Worked with multiple teams during the lifecycle of an implementation leading requirements workshops, gap analyses, configuration and validation, and go-live activities
- Brainstormed business requirements to help design a solution for team success that will see adoption and ensure alignment of processes to system design and functionality while collaborating with cross-functional teams and departments
- Developed, led, and trained the entire hospital staff and patients on how to safely continue to provide care during the pandemic and implemented telehealth services

University of Texas Southwestern Medical Center – TX

Financial Counselor, Revenue Management cycle

December 2018 – December 2019

- Implemented standardized processes to decrease +\$55,000 worth of errors and write-offs, increase money collection, and improve communication and customer service within clinic
- Reviewed patient accounts and charts in Epic to resolve patient billing issues and ensure accurate collections

Executive Sr. Administrative Assistant

June 2017 – December 2018

- Led the improvement of imaging utilization of a primary care clinic of 12 providers from 1.28 to 1.15 IUEI score over the span of 3 months using Clinical Quality Improvement techniques
- Participated in project to improve timely patient scheduling which resulted in scheduling patients from average of 26 days to 4 days
- Established, implemented, and trained staff on standard procedures using cloud based scheduling software to eliminate redundancy and errors in the Radiology department's clinical and call schedules in 2 hospitals and multiple clinics
- Analyzed and created analytical reports, trends, charts, budgets, action plans, KPIs, surveys, operation outcomes, and operational improvement opportunities using Lean Six Sigma and Continuous Quality Improvement techniques

Texas Health Presbyterian Dallas – TX

January 2017 – June 2017

Intern

- Received Yellow Belt in Lean Six Sigma by improving the volunteer onboarding process by introducing a software design to efficiently store and sort data
- Interviewed and recruited +200 volunteers; led orientation and training sessions for new volunteers

Willow Bend Skilled Nursing – TX

March 2016 – June 2016

Intern

- Administered and resolved patient complaints and supervised staff
- Led compliance meetings, oversaw admission processes and HMO plans, and forecasted bundled payments