

# Catie Malik, MHA

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## Healthcare Finance, Operations and Revenue Cycle Administrator

- Highly effective healthcare administrator with broad experience in large healthcare systems. Innovation with systems reflecting future healthcare states to deliver high quality and value for the healthcare consumer.
- Ability to use clinical data analytics, expertise and knowledge to develop strategies, business plans, and communications with teams of stakeholders with success.

## Experience

### University of Washington Medical Center

January 2022 – Present

#### Associate Director of Finance, Department of OB GYN

- Create and manage the Invoicing Process for outside contracts
- Manage the Department Finance Team
- Optimization of Department process and standardization for efficiencies and to prep for the shared environment
- Assist in creating the annual budget
- Manage and analyze provider productivity, including communication and trouble shooting
- Track and prep biannual provider incentives
- Department lead for UW Financial Transformation preparation and implementation
- Use of analytics to identify and monitor trends to capture revenue for the work being performed by providers
- Function as a liaison for the providers to UWP to trouble shoot and maximize billing

### University of Washington Medical Center

October 2018 – January 2022

#### Practice Advisor, Internal Consultant for Primary Care, Psychiatry and Value Based Care

- Project Manage key cross-organizational and/or Clinical Department initiatives from within the revenue cycle including transitioning providers to telemedicine in a short time frame and on a large scale
- Successful implementation of initiatives using operational excellence tools and strategies including the capture of clinical quality data in the form of CPT II codes and reported to various payors
- Data Analytics and distribution of findings to standardize clinical workflows to ensure correct claims reporting of Telehealth visits from multiple and varying clinic locations and places of service to ensure compliance with changing government regulations
- Responsible for cross organization root cause analysis and issue resolution
- Process Improvement using Lean Six Sigma methods, focused on removing waste and creating efficiency
- Use of analytics to identify and monitor trends to capture revenue for the work being performed by providers
- Function as a liaison to ensure effective communication throughout organization entities

### Zoic Capital

September 2016 – September 2017

## Venture Capital Associate and Fund Operations

- Business and strategic analysis of potential portfolio companies for Seed/ Series A funding
- Diligence of the financial and business model of potential portfolio companies
- Business development of high-level strategic collaborations with potential partners/portfolio companies
- Review and drafting of contracts and negotiation of term sheets
- Review and drafting of contracts and negotiation of employment
- Core member of the management team driving the investment strategy of both the Intellectual Property and Medical Specialties Funds
- Creation and implementation of fund processes and workflows

## Swedish Medical Group

November 2013 - September 2016

### Clinic Administrator Primary Care, Urgent Care and Specialty Turn Key

- Successful change management in transition of provider services at Redmond Urgent Care. Worked collaboratively with several key departments throughout the organization to ensure smooth transition when partnering with a private practice group within a transition period of just 45 days, including Provider Services, Coding and Compliance, and Epic and Technology support.
- Utilized Vantage-based analytics reporting to continually assess clinic metrics, operating commitments and strategic goals.
- Implemented customer service improvement plan and protocol for high-volume clinic.
- Successful transition of compensation in Primary Care achieving all quality metrics of cancer screenings, A1C levels, Blood Pressure, closed charts, communication with patients tied to provider compensation.
- Routinely exceed organizational goals in strategic initiatives identified by the organization such as outstanding patient balance collects (consistently 5-10% or more above target), My Chart sign-ups, Medicare Advantage data reporting of 88% against an organizational goal of 60%.
- Initiated APC co-management of MD patient panel expected to roll out clinic-wide within the next 12 months.
- Continually developed interdepartmental relationships to further organizational goals
- Managed interdepartmental office staff of over 30, 8 Primary Care providers, and with a private practice to staff Providers' services of Urgent Care
- Managed Specialty turn-key space which included maintaining space and equipment for providers of 12 different specialties and working collaboratively with their staff and administration
- Managed continued growth in volumes and growth in structure to provide access and ease of care for patients
- Process Owner of Provider Onboarding Project, with an objective of easing and streamlining the process to ensure a smooth transition for newly hired providers as well as those brought into the system under PSA contracts.

## The Polyclinic

### Practice Manager, Pediatrics

July of 2006 - May of 2007

- Managed a practice of 6 Pediatricians and 12 office staff.
- Budgeted for the clinic's annual forecasting in addition to maintaining the monthly expenses
- Developed efficiencies in everyday operations including staffing, scheduling and phones
- Developed online clinical and on-call schedule that was expected to be rolled out clinic-wide
- Responsible for strategic planning considerations including space planning

## Swedish Medical Center

Summer 2005

### Administrative Intern to VP of Operations

- Attended High-level operational meetings
- Job Shadowed members of senior leadership

- Worked on special projects

## Children's Hospital and Medical Center

April 2004 - September 2004

### Program Assistant III, Genetics

- Coordinated regional and Alaska clinics
- Credentialing of Physicians in and out of state
- Created annual clinic and call schedule
- Audited for compliance

## University of California, San Francisco

April 2001 - July 2003

### Administrative Assistant III, Surgical Oncology and Colorectal Surgery

- Coordinated all activity for two Surgeons
- Scheduled surgical operations, preoperative and ancillary appointments
- Responsible for training other staff members in the clinic
- Produced scheduling protocol
- Negotiated block time with anesthesia
- Worked closely with and collaborated with other Physician and Surgeon departments
- Responsible for clinic when manager was not available

## Education

### Master of Health Administration

June 2006

University of Washington

### Bachelor of Arts

June 1999

University of Washington