

SAMANTHA L CALDWELL

AGREEMENTS MANAGER

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Experienced manager of contracts, operations, compliance/conflict of interest and risk, program development, quality assurance, project management, process improvement, finance and research, and mentoring/coaching others. Background in direct patient care, education, operations, and administration.

WORK EXPERIENCE

AGREEMENTS MANAGER

2021 - PRESENT

Department of Medicine, University of Washington School of Medicine

- Overseeing all contracts that flow through the School of Medicine Dean's Office Business Unit for the Department and its 11 divisions. This includes drafting, reviewing, tracking, and communicating agreement specifications to internal and external stakeholders.
- Advise and recommend best practices regarding compliance, risk, and standardization of agreement terms and conditions.
- Led design team in the creation of a department-wide repository to house 1500+ executed agreement documents, currently the only one of its kind in the UW School of Medicine.
- Leading the design of the creation of an agreement intake system to allow for increased transparency, tracking, and automation of functions to manage the agreement queue that contains 80-100 agreements per month, which is currently a manual process.
- Review and provide feedback on the compliance/approvability of all Department faculty and staff outside work requests based upon UW administrative policies and the State of Washington Ethics in Public Service Act.
- Review and provide feedback on the approvability and risk related to all Departmental Sites of Practice requests.
- Provide intensive support at the Department level and for the 11 divisions on compliance-related issues and assist in determination of the level of risk and course of action.
- Consult with the School of Medicine and its 34+ Departments, UW Physicians, and the UW Office of Research regarding opinions on risk, compliance, and appropriateness of a variety of unique or specific issues that could affect the business, research, or financial operations of the Department of Medicine, as they arise.

INTERIM LEGAL COORDINATOR

2020-2021

Sound Legal Partners, LLC

- Provided temporary assistance to the firm with payment processing, redesign of administrative and operational training materials, transitioned their practice management software, and completed their website redesign.

PROGRAM OPERATIONS SPECIALIST & CONTRACTS MANAGER

2015-2021

Center for Cardiovascular Innovation, Division of Cardiology, University of Washington Department of Medicine

- Handled daily administration and operations of the Center for Cardiovascular Innovation and the day-to-day and cyclic requirements of its facilities to ensure compliant, efficient, safe operations, and the preservation of resources.
- Oversaw financial operations of the Center of Cardiovascular Innovation's ~\$800,000 annual self-sustaining budget including invoicing, projections, and financial reporting.
- Successfully demonstrated the need for the creation of the position of Contract Manager (which led to the creation of the position of Department of Medicine Agreements Manager) to assist in drafting, tracking, and negotiating a portfolio of business agreements and establish standards for financial terms/operations for those agreements.
- Reviewed and advised the Division leadership on issues of compliance with conflict-of-interest policies, outside work compliance, and elements of practice plan compliance.
- Advised the Department of Medicine on the creation of a SharePoint repository for executed agreements.

WORK EXPERIENCE CONTINUED

PROGRAM COORDINATOR

2014-2015

Division of Cardiology, University of Washington School of Medicine

- Oversaw the Cardiovascular Grand Rounds program including the arrangement of speakers and itineraries, plus compliance of submissions to retain Continuing Medical Education credit status.
- Established lean process for Grand Rounds, including implementation of online feedback surveys (the first used in the Division of Cardiology).
- Supported clinical and research faculty, including heavy calendaring and coordination of meetings and itineraries. Consistently communicated with clinical schedulers to balance faculty's administrative responsibilities with their clinical responsibilities.
- Re-vamped the structure of the Interventional Cardiology call schedule for the physicians, managed the schedule, handled schedule changes, and monitored call counts for shift equity.
- Successfully built relationships with clinic, hospital, and division staff to provide top-notch support. For example, I worked with cycle revenue analysts, nurses, and the Regional Heart Center leadership to evaluate one physician's patient workload and reduced clinic overscheduling that prevented timely completion of notes (and therefore, affected timely billing).

TRAINER & QUALITY ASSURANCE ANALYST

2013-2014

Xerox

- Trained and managed new hires on all policies, procedures, and soft skills to develop the highest caliber of customer service agents.
- Developed with and gave input to the Client regarding new methods of training agents more effectively/efficiently.
- Ensured quality standards were established strongly with new hires so their quality analysis scores were above site-average when they joined the production floor.
- Evaluated the quality and efficiency of the support provided by the call center agents through monitoring calls and email correspondence. Provided feedback to agents and their supervisors about their strengths and weaknesses in both their spoken and written correspondence with customers.
- Acted as coach and mentor to agents and their supervisors on how to provide better customer experience, how to effectively communicate brand messaging, and how to handle confidential and proprietary information at multiple call center sites.
- Calibrated with the Client to meet their goals for the service level agreement. Ensured brand messaging was consistent throughout the call center staff.
- Reviewed metrics and data to analyze areas for up-skills training for trainers, agents, and supervisors.

OPTOMETRIC VISION THERAPIST

2002-2013

Alderwood Vision Therapy Center

- Developed individualized treatment plans and provided recurring therapy sessions to infants, children, and adults with a variety of developmental, neurological, or learning differences.
- Organized planning, recording, documenting, and effectively communicating treatment plans and goals to patients and the office team.
- Trained and oversaw all new therapists and optometry residents.
- Updated learning materials and resources/training tools to assist fellow therapists.
- Lectured, published, and internationally recognized for excellence.

EDUCATION

MASTER OF HEALTH LEADERSHIP | Western Governors University

Seattle | 2022

BS OF BUSINESS: HEALTHCARE MANAGEMENT | Western Governors University

Seattle | 2020

S K I L L S

Contract Management

Grants & Finance Administration

Policy Development

Process Improvement

Compliance

Leadership

Operations

Patient Care

Training/Teaching

P R O F E S S I O N A L D E V E L O P M E N T

LEAN SIX SIGMA YELLOW BELT

University of Washington

Seattle | 2022

CERTIFICATE IN RESEARCH ADMINISTRATION

University of Washington

Seattle | 2021

STRATEGIC LEADERSHIP PROGRAM

University of Washington

Seattle | 2015

CERTIFICATE IN OPTOMETRIC VISION THERAPY

College of Optometrists in Vision Development

Lynnwood | 2004