

UJIRO O. OKIOMAH, MBA, FACMPE

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HEALTHCARE ADMINISTRATIVE & OPERATIONS LEADER

As a Medical School Leader, I am deeply committed to driving operational excellence and financial optimization in support of our mission to advance healthcare, education, and research. Drawing upon a proven track record in healthcare administration, I specialize in strategically leveraging financial resources to elevate patient care outcomes while maintaining unwavering fiscal responsibility and sustainability. My dedication to cultivating a collaborative environment ensures that financial stewardship harmonizes seamlessly with our academic endeavors, fostering a culture of innovation and excellence in medical education and research.

CORE COMPETENCIES

Healthcare Operations Management • Financial Management/Budgeting • MS Teams Integration • Strategic Planning
Project & Program Management • Team Leadership • Healthcare Quality Improvement • Data Analysis & Reporting

EXPERIENCE

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| 3/2024 - Present | THE UNIVERSITY OF WASHINGTON – SCHOOL OF MEDICINE
Vice Chair, Finance and Administration Department of Anesthesiology and Pain Medicine | SEATTLE, WA |
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- Spearhead strategic business initiatives, program and policy development, and operational planning in collaboration with the department chair and senior leadership. Oversee administrative functions for a department comprising over 300 faculty and 100 staff, providing guidance on patient care, teaching, and research activities.
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| 3/2020 - 3/2024 | THE UNIVERSITY OF WASHINGTON – SCHOOL OF MEDICINE
Administrator, Divisions of Neonatology & Genetic Medicine Department of Pediatrics | SEATTLE, WA |
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- Drive success of division's administrative operations, including all clinical and research-related functions, by providing strategic direction and oversight across the School of Medicine's second-largest department.
 - Lead division's strategic business, program & policy development, and operational planning in partnership with division chiefs and department vice-chair. Serve as senior resource to 70+ faculty and 30+ staff, advising on administrative topics related to patient care, teaching, and research activities.
 - Prepare and monitor the \$35M annual operating budget with responsibility for financial planning, analysis, and management of revenue flows and opportunities.
 - Deliver research enterprise management, training program support, and programmatic oversight for clinical practice, including \$38M in clinical operations charges.
 - Supervise and delegate to the administrative manager, administrative assistant, program coordinator, executive assistant, and grant manager to ensure seamless administrative activities.
- Select Achievements*
- Implemented the use of Microsoft Teams in the division of Neonatology, the second largest division, to enhance remote work during the COVID-19 pandemic. This included reorganizing how we collaborated, communicated, and maintained productivity within the division.
 - Successfully promoted to lead the division of genetic medicine in 2022 after implementing administrative support processes that increased faculty efficiency, established consistency and accountability among administrative staff, and improved operational processes within the division of neonatology.
 - Implemented a system for managing faculty FTE and clinical FTE (cFTE) funded by various sources (Agreements/Contracts, Research/Grants, Seattle Children's, Department of Pediatrics) to accurately report on compensation sources and their impact on various budgets.
 - Nominated for the 2022-2023 University of Washington Distinguished Staff Award (Impact Category)

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- 8/2021 - **THE UNIVERSITY OF WASHINGTON – SCHOOL OF MEDICINE** **SEATTLE, WA**
1/2022 **Interim Administrator, Division of Genetic Medicine | Department of Pediatrics**
- Selected to serve as the Interim Administrator and pilot a model where one administrator strategically led two (2) divisions.
 - Oversaw the division's strategic operations, program management, and planning in collaboration with the division chief and department vice-chair. Acted as a senior resource for 24+ faculty and staff, guiding on administrative matters related to patient care, teaching, and research activities.
- Select Achievements*
- Developed an administrative support grid that demonstrated the responsibilities of each administrative staff member and provided an easily accessible point of contact for faculty and research staff. This created transparency within the administrative team and relieved some administrative burdens from faculty and staff.
 - Efficiently streamlined the hiring and recruitment processes for new lab and research staff in the division, allowing hiring managers to focus on recruiting qualified researchers and staff.
 - Revamped the faculty recruitment process, implementing a step-by-step workflow from candidate intake to offer, resulting in the successful recruitment of four new faculty members in 2022.
- 10/2016 - **HARRIS HEALTH SYSTEM** **HOUSTON, TX**
2/2020 **Senior Operations Manager | Pediatric Service Line**
- Oversaw \$9M budget across 8 facilities with 30+ pediatricians and specialists from UT Health and Baylor College of Medicine; provided strategic leadership to pediatric service line expansion initiatives and academic partnerships.
 - Directed two project coordinators and a manager of patient access, driving pediatric-focused projects and meetings to implement service growth strategies for primary & specialty care across untapped locations within Harris County.
 - Employed subject matter expertise as the primary contact for outpatient pediatrics across the organization; delivered pediatrics overview, updates, and presentations at team and pediatric committee meetings.
- Select Achievements*
- Led the organization's first operational introduction and implementation of in-house Telehealth services, earning the Ambulatory Care Services – Innovation of the Year Award in 2019. Pediatric Telepsychiatry services are now offered at 3 sites in Harris County.
 - Restructured the pediatric referral management process from a siloed to a centralized one. Developed pristine referral guidelines used by the referral center after gathering insights from each specialist.
 - Simplified new mother entry into pediatric care after partnering with 2 hospital directors to establish a process that successfully transitioned newborns from inpatient to outpatient.
 - Spearheaded project to implement MyChart for Pediatrics (Proxy Access); resolved end-users inquiries.
 - Designed and established the first operational reporting process to identify and capitalize on performance improvement opportunities across the pediatric service line.
 - Developed supervisor to the manager of patient access through a 6-month leadership plan. Bolstered their ability to manage 22 employees by providing a performance log with tools for monitoring progress toward goals, delivering meaningful feedback, and conducting annual evaluations.
- 4/2019- **HARRIS HEALTH SYSTEM** **HOUSTON, TX**
11/2019 **Interim Operations Manager | Dental Service Line**
- Selected due to prior success in dental management. Oversaw operations of the Ambulatory Care Services Dental Service Line consisting of a Dental Center and 5 satellite dental clinics throughout Harris County.
 - Led biweekly meetings with the Chief of Community Dentistry, Head Dental Assist, and Director of Dental Clinical Operations to strategize, discuss, and optimize dental operations at all locations.
- Select Achievement*
- Aligned denture cost with low-end cost in the market and restructured the payment process, thereby ensuring full payment was received before developing the product.

- 4/2014 - **TEXAS CHILDREN'S HOSPITAL** **HOUSTON, TX**
 9/2016 **The Center Practice Leader | Pediatrics**
- Championed the hospital's vision to create a multi-service facility, providing the entire family with healthcare services. Continuously analyzed hospital data to improve operational efficiencies in patient retention, quality, and accreditation standards.
 - Owned a \$5M budget while leading 45+ clinical & non-clinical staff in a patient-centered medical home setting with 12 providers: responsible for pediatric operations at Center for Children and Women (Opened 7 days a week).
- Select Achievements*
- Improved ease of access by 15% by streamlining multi-visit appointments; partnered with radiology, laboratory, and dental services to design effective templates.
 - Grew staff by 66% in 2 years due to the overwhelming success of new healthcare delivery concepts and services.

- 9/2012 - **DENTALONE PARTNERS INC.** **HOUSTON, TX**
 4/2014 **Operations Leader**
- Served as a regional leader to mentor and train new practice managers & market support staff. Delivered a successful business model to transform failing practices.
 - Strategically led facility operations, supervising and training 10 employees to enhance the patient experience and drive the organization's vision.
 - Designed production budget to maintain optimal patient services, cost-effective operations, and overall practice conditions.
- Select Achievements*
- Drove \$120K in monthly production revenue, strategically executing business & operational enhancements.
 - Established a cutting-edge Dental practice for Western Region within 9 months of hire.
 - Successfully marketed new Imperial Oaks practice within the local community, increasing patient volume and warranting the need for a full-time hygienist 4 months ahead of schedule.

EDUCATION

2016	TEXAS TECH UNIVERSITY Master of Business Administration (MBA)	LUBBOCK, TX
2008	OKLAHOMA STATE UNIVERSITY Bachelor of Science in Business Administration, Management	STILLWATER, OK

CERTIFICATION

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- Fellow in the American College of Medical Practice Executive (**FACMPE**), American College of Medical Practice Executives (ACMPE - MGMA)

ORGANIZATIONS, AWARDS & NOMINATIONS

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- American College of Healthcare Executives (ACHE), Member (2016-Present)
 - Medical Group Management Association (MGMA), Member (2016-Present)
 - 2022-23 University of Washington Distinguished Staff Award Nominee – Impact Category