

Healthcare Administration #9001

Publications, presentations, grants, and patents available upon request.

Contact Dora, dmancias@expertwitnessdoctors.com.

Education and Professional Credentials

DSc, Health Services Administration, University of Alabama, Birmingham, AL

MBA, Finance, Webster University, Wichita, KS

MS, Counseling, Ball State University, Muncie, IN

BS, Psychology, Middle Tennessee State University, Murfreesboro, TN

Fellow, American College of Healthcare Executives (ACHE)

Licensed Nursing Home Administrator, State of Tennessee

Professional Experiences

Northeastern State University

2017 - Present

ASSISTANT PROFESSOR, Broken Arrow Campus, OK

Program Director for the Health Organizations Administration undergraduate and graduate programs leading to a B.B.A and/or M.B.A. emphasis in Healthcare Administration, Health Informatics, or Long-term Care Administration.

- **Designed** an Accelerated Degree component to the B.B.A. to M.B.A. healthcare emphasis areas.
- **Created Embedded Certificate courses of study** in Healthcare Administration, Health Informatics and Long-Term Care Administration for the non-degree seeking professional.
- **Teach** undergraduate and graduate courses in Health Organizations Administration emphasis areas and in the School of Business via **traditional classroom, synchronous, or blended instruction models**.
- Assist in **course design and curriculum review**.
- **Serve on University Committees** assigned by the President such as: Institutional Review Board, Faculty Council, and Athletic Committee.
- **Active** in scholarly research and contribution to the academic field of healthcare leadership and public health.

San Juan Regional Medical Center

2010 – 2017

PRESIDENT AND CHIEF EXECUTIVE OFFICER, Farmington, NM

CEO of 194-bed, not-for-profit, regional medical center serving 300,000 residents in the four corners of New Mexico. Directed 1,900 employees and \$495M budget.

- **Grew annual revenue from \$275M to \$495M**, while maintaining consistent margins of 8% or better.
- **Achieved ISO 2001 certification**.
- **Created “Safety Attitude” program establishing a culture of safety throughout organization**. Program reduced serious safety events 18%, and reduced liability costs \$5M annually.
- Developed primary care, urgent care, and specialty clinics in remote areas of Navajo Nation and Apache reservations. **Revenues grew \$10M and wait times in ER were reduced by four hours**.
- **Facilitated \$36M facility master plan**, including design and construction of 220,000 square foot addition.
- **Created San Juan Health Partners**, a 156-provider, multispecialty physician clinic.

Universal Health Services, Inc., *An \$8B for-profit operator of 226 healthcare facilities.*

2005 – 2010

CHIEF EXECUTIVE OFFICER, St. Mary’s Regional Medical Center, Enid, OK

Led all aspects of growth for this 245-bed, for-profit, regional medical center serving northwestern Oklahoma. Directed 800 employees and \$240M budget.

- **Increased service line revenues** from \$200M to \$240M, while sustaining an operating margin of 12%.
- **Established Northwestern Oklahoma Critical Access hospital Alliance**, managed three rural facilities while broadening scope of services that increased patient volumes 12%, and profits \$5M-\$8M annually.
- Developed a **freestanding surgery center joint venture** with physicians, boosting revenue \$3M.
- Created a **culture of customer service excellence** increasing Gallup patient satisfaction scores.

Dunn Memorial Hospital

2001 – 2004

CHIEF EXECUTIVE OFFICER, Bedford, IN

Established financial stability of this county-owned, not-for-profit, 137-bed acute care hospital. Directed 300 employees and \$200M budget.

- **Increased annual revenue** from \$145M to \$200M and reversed five years of losses.
- **Reduced** employee turnover from 22% to 8%.
- Recruited 15 physicians that grew revenue \$5M.
- Created and **executed three-year, \$35M master facilities** plan delivering \$16 million first year revenue growth.
- **Recruited nephrologist and negotiated \$1M merger** and acquisition of a freestanding dialysis center growing annual revenue \$45M.

Tennessee Business Enterprises, *A provider of training/employment opportunities for visually impaired individuals.* 2000 – 2001

TENNESSEE STATE DIRECTOR, Nashville, TN

HCA, Inc. | Columbia/HCA Healthcare Corporation | Quorum Health Resources, Inc. 1979 – 2000

CHIEF EXECUTIVE OFFICER, Horizon Medical Center, Dickson, TN, 1994 – 2000

CHIEF EXECUTIVE OFFICER, St. Luke's Hospital, Inc., Wellington, KS, 1989 – 1994

CHIEF OPERATING OFFICER, Parkview Episcopal Medical Center, Pueblo, CO, 1986 – 1989

ADMINISTRATOR, Madison County Hospital, Madisonville, TX, 1982 – 1986

ADMINISTRATOR, Lewis County Hospital, Hohenwald, TN, 1979 – 1982

United States Army 1975 – 1979

MEDICAL PLATOON LEADER, 101ST AIRBORNE DIVISION, Fort Campbell, KY, 1978 – 1979

MEDICAL SERVICE CORPS OFFICER, Frankfurt, Germany, 1975 – 1978

Community Associations

Received Regents Award for Exceptional Service, ACHE, 2010 and 2017

Regent, New Mexico and Southwest Texas ACHE, 2013 – 2016

Board of Directors, New Mexico Hospital Association, 2012 – 2016, Chair 2014 – 2015

Board of Directors, Quality New Mexico, 2012 – 2015

Board of Directors, San Juan Big Brothers and Big Sisters, 2011 – 2016, Chair 2013 – 2016

Member, Healthcare Financial Management Association, 2005 – 2016

Member, Medical Group Management Administration, 1994 – Present

Preceptor, University of Alabama, Master of Health Service Administration Internship, 2011 – Present

Public Representative, Appointed by Governor, New Mexico Medical Board, 2014 – Present

Board of Directors, Oklahoma Hospital Association, 2005 – 2010

Adjunct Faculty, Oakland City University, Bedford, IN, 2002 – 2005
