

Sara Brant

Area Operations Manager

214.864.4606

saraebrant@gmail.com

Profile

Area Operations Manager with over 17 years of extensive expertise in project management and financial reporting, driving operational excellence in the healthcare sector. Demonstrates a visionary leadership style, fostering a collaborative environment that enhances clinic processes and team development. Passionate about empowering staff through data-driven decision-making and innovative strategies to ensure sustainable growth and superior patient care.

Employment

NextCare | Area Operations Manager | Houston

Nov 2021 - Present

- ◆ Spearhead operational improvements, fostering growth in Houston market. Mentor Clinic Managers, enhancing their skills and overall clinic performance.
- ◆ Educated Clinic Managers on financial and NextGen reporting, improving clinic performance.
- ◆ Adapted to fast-paced changes, driving growth and supporting team adaptability.
- ◆ Conduct in-depth financial reporting and NextGen analysis. Educate staff on dashboards, empowering them to make data-driven decisions.
- ◆ Lead multiple projects simultaneously, identifying improvement areas, developing solutions, and monitoring KPIs to drive operational excellence.
- ◆ Build strong relationships with employees and patients. Foster a positive work environment, promoting teamwork and patient satisfaction.
- ◆ Thrive in fast-paced environments, embracing change to drive growth. Adapt strategies to meet evolving urgent care demands.
- ◆ Pioneered operational enhancements in Houston clinics, streamlining processes and fostering team growth to meet evolving urgent care demands.

NextCare | Provider Scheduling Supervisor | Remote

Nov 2020 - Nov 2021

- ◆ Supervise scheduling team, ensuring optimal provider coverage and compliance nationwide.
- ◆ Coordinated with medical directors and administrators to develop effective training schedules, improving onboarding processes for new healthcare providers.
- ◆ Managed complex provider schedules, including on-call rotations and special requests, while maintaining accurate stipend records
- ◆ Streamlined scheduling processes, leading to improved provider satisfaction, reduced overtime costs, and enhanced patient care continuity.

NextCare | Clinic Manager III | Dallas

Aug 2017 - Nov 2020

- Oversee operations of 3 urgent care clinics, ensuring regulatory compliance and efficient supply management for seamless patient care delivery.
- Leveraged data-driven insights to optimize staffing and operational efficiency, directly contributing to increased revenue.
- Implement initiatives to enhance patient satisfaction, driving swift issue resolution and improving patient care standards across clinics.
- Analyze clinic metrics and financial data to inform well thought out decisions, optimizing operational efficiency and contributing to revenue growth.
- Partner with marketing team to develop targeted strategies for patient acquisition, strengthening market position in competitive healthcare landscape.
- Foster team growth through performance evaluations and mentorship programs, cultivating a skilled and cohesive healthcare workforce.
- Implemented strategic initiatives to streamline cost containment, ensure regulatory compliance, and enhancing overall patient care.

NextCare | Clinic Manager II | Dallas

Aug 2014 - Aug 2017

- Led clinic operations, optimizing patient care workflows and staff efficiency.
- Resolved complex scheduling issues.
- Implemented staff training programs, fostering a collaborative work environment.
- Pioneered new appointment WAHOO scheduling system, reducing wait times and increasing daily patient capacity.
- Fostered strong team dynamics, improving interdepartmental communication. Partnered with medical staff to implement best practices in patient care and clinic management.
- Drove operational excellence through targeted quality control measures, directly contributing to measurable improvements in patient satisfaction and retention rates.
- Engineered cost-effective administrative processes, balancing operational efficiency with unwavering commitment to high-quality care delivery.

PrimaCare | Patient Service Specialist | Dallas

Sep 2007 - Aug 2014

- Streamlined patient data entry and discharge processes for enhanced efficiency.
- Ensured compliance with safety and infection control standards, improving patient care.
- Managed inventory and equipment to maintain a well-functioning front office environment.
- Maintained a welcoming environment, enhancing patient satisfaction and facility image.
- Optimized front office operations, enhancing patient flow and reducing wait times, leading to improved overall satisfaction and efficiency.
- Mentored and trained new staff members, fostering a cohesive team environment and improving overall service delivery.
- Verified Insurance eligibility and collecting at time of service.

Education

Associates of Applied Science Degree | Westwood College | Dallas, TX

Oct 2005

Skills

Operations Management

Staff Development

Customer Service

Regulatory Compliance

Performance Evaluation

Marketing

Patient Care

Change Management

Quality Assurance

Strategic Planning

Project Management

Financial Reporting

Scheduling

Inventory Management

Budget Management

Drug Screening

Team Leadership

Training Development

Process Improvement

Data Analysis