

JENETTE MASSETH

Clinical Manager

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(163) 062-6549

123 Oak Street, Little Rock, AR 72201



PROFILE

A Clinical Manager with 5 years of experience in overseeing daily operations, managing budgets, and supervising clinical staff. Proven track record of implementing process improvements, ensuring regulatory compliance, and maintaining a high standard of patient care. Possesses strong leadership, communication, and problem-solving skills, resulting in increased overall efficiency and patient satisfaction.

LINKS

[linkedin.com/in/jenettemassetth](https://www.linkedin.com/in/jenettemassetth)

SKILLS

Budgeting

Scheduling

EMR (Electronic Medical Records)

Quality Assurance

Staff Supervision

Patient Advocacy

HIPAA Compliance

LANGUAGES

English

Hindi

HOBBIES

Gardening

Photography

EMPLOYMENT HISTORY

Clinical Manager at Arkansas Children's Hospital, AR

Mar 2023 - Present

- Implemented a new patient management system, resulting in a 25% increase in patient satisfaction scores and a 15% reduction in wait times for appointments at Arkansas Children's Hospital.
- Streamlined the clinical operations process, leading to a 20% improvement in overall efficiency and enabling the hospital to serve an additional 10% more patients annually.
- Successfully managed a team of 50 healthcare professionals, achieving a 95% retention rate and reducing staff turnover by 30% within two years.
- Oversaw a \$2 million budget for clinical operations, consistently maintaining costs within budget and achieving a 10% reduction in operational expenses through strategic resource allocation.

Assistant Clinical Manager at Baptist Health Medical Center, AR

Sep 2018 - Feb 2023

- Successfully reduced patient wait times by 30% through the implementation of a streamlined scheduling system and improved staff coordination, resulting in higher patient satisfaction scores.
- Managed a team of 25 clinical staff members, achieving a 15% reduction in employee turnover by implementing targeted professional development programs and fostering a positive work environment.
- Spearheaded the adoption of electronic health records, leading to a 40% decrease in paperwork processing time and a 20% improvement in overall clinical efficiency at Baptist Health Medical Center, AR.
- Implemented a new quality assurance program that led to a 10% reduction in medical errors and contributed to a 5-star rating from the Centers for Medicare & Medicaid Services.

EDUCATION

Master of Science in Nursing Administration at University of Arkansas for Medical Sciences, Little Rock, AR

Aug 2013 - May 2018

Relevant Coursework: Healthcare Systems and Policy, Nursing Leadership and Management, Financial Management in Nursing, Quality and Safety in Healthcare, Human Resources Management in Nursing, Strategic Planning and Decision Making, Healthcare Informatics, and Advanced Nursing Administration Practicum.

CERTIFICATES

Certified Clinical Research Professional (CCRP)