


Dyanna Boyas

Healthcare Manager

A dedicated Healthcare Manager with 5 years of experience in overseeing clinical operations, staff management, and patient care. Proven track record in improving patient satisfaction, streamlining workflows, and ensuring compliance with regulatory standards. Adept at implementing cost-effective strategies and fostering collaborative relationships among multidisciplinary teams. Demonstrates strong leadership, communication, and analytical skills, driving continuous improvement in healthcare service delivery.

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123 Maple Street, Lexington, KY 
40508

Education

Master of Healthcare Administration at University of Kentucky, Lexington, KY

Sep 2013 - May 2018

Relevant Coursework:

Healthcare Policy and Law, Healthcare Finance and Economics, Operations Management, Strategic Planning, Quality Improvement, Health Informatics, Leadership and Ethics, Marketing and Communications, and Human Resource Management.

Links

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

Skills

Budgeting



Staffing



Compliance



Quality Improvement



Electronic Health Records (EHR)



Telemedicine



Risk Management



Employment History

Healthcare Manager at Kindred Healthcare, KY

Apr 2023 - Present

- Successfully reduced patient readmission rates by 25% within one year by implementing targeted care plans and improving communication between healthcare providers, patients, and families at Kindred Healthcare, KY.
- Increased patient satisfaction scores by 35% in two years through the development and implementation of staff training programs focused on empathy, active listening, and problem-solving skills for healthcare professionals.
- Achieved a 20% reduction in operational costs within 18 months by streamlining processes, optimizing resource allocation, and implementing cost-saving initiatives, resulting in annual savings of over \$1 million for Kindred Healthcare, KY.

Assistant Healthcare Manager at Norton Healthcare, KY

Sep 2018 - Feb 2023

- Implemented a new patient scheduling system, resulting in a 20% increase in appointment efficiency and a 15% decrease in patient wait times.
- Streamlined the patient billing process, leading to a 25% reduction in billing errors and a 10% increase in timely payments.
- Developed and executed a staff training program that improved employee retention by 30% and increased overall team productivity by 15%.
- Successfully managed a \$1.5 million budget for the healthcare facility, achieving a 5% cost reduction while maintaining high levels of patient care and satisfaction.

Certificates

Certified Healthcare Manager (CHM)

Oct 2021

Fellow of the American College of Healthcare Executives (FACHE)

Jul 2020

Memberships