

Palmina Capogna

Medical Administrator

Dedicated Medical Administrator with 5 years of experience in efficiently managing healthcare facilities, streamlining operations, and ensuring optimal patient care. Proficient in handling administrative tasks, managing staff schedules, and maintaining regulatory compliance. Strong interpersonal skills and a proven track record of fostering effective communication between medical professionals and patients. Adept at implementing innovative solutions to optimize medical office efficiency and provide exceptional patient experiences.

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(838) 443-7526



123 Main St, Philadelphia, PA
19103



Education

**Bachelor of Science in
Healthcare Administration
at Temple University,
Philadelphia, PA**

Sep 2013 - May 2018

Relevant Coursework:

Healthcare Management,
Healthcare Finance, Health
Information Systems, Quality
Improvement, Healthcare
Policy and Law,
Organizational Behavior,
Healthcare Marketing, Human
Resources Management, and
Epidemiology.

Links

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

Skills

Scheduling



Billing



EMR (Electronic Medical
Records)



ICD-10 Coding



HIPAA Compliance



Telemedicine Management



EHR (Electronic Health Records)

Employment History

Medical Administrator at Penn Medicine, PA

Apr 2023 - Present

- Successfully implemented a new Electronic Health Record (EHR) system across all departments at Penn Medicine, PA, leading to a 20% increase in operational efficiency and a 15% reduction in patient wait times within the first year of use.
- Spearheaded the development and execution of a comprehensive staff training program, resulting in a 95% employee satisfaction rate and a 30% decrease in staff turnover within a two-year period.
- Oversaw a \$5 million budget for facility improvements and equipment upgrades, successfully completing the project on time and under budget by 8%, ultimately enhancing patient care and overall experience at Penn Medicine, PA.

Assistant Medical Administrator at St. Luke's University Health Network, PA

Sep 2018 - Feb 2023

- Successfully implemented a new Electronic Health Record (EHR) system across St. Luke's University Health Network, leading to a 20% increase in efficiency and a 15% reduction in errors related to patient documentation.
- Coordinated the hiring and onboarding of over 50 new employees within a 12-month period, resulting in a 25% increase in staffing levels and a significant improvement in patient care and satisfaction ratings.
- Streamlined the medical supply chain management process, leading to a 30% reduction in inventory costs and a 10% decrease in order processing times, while maintaining a 99% accuracy rate in supply tracking and distribution.

Certificates

Certified Medical Manager (CMM)

Oct 2021

Certified Healthcare Administrative Professional (CHAP)

Sep 2020