

# Lillan Kristenson

Practice Administrator

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## Education

**Bachelor of Business  
Administration in Healthcare  
Management at Wilmington  
University, New Castle, DE**

Aug 2014 - May 2018

Relevant Coursework:  
Healthcare Systems and  
Operations, Financial  
Management in Healthcare,  
Healthcare Marketing, Quality  
and Risk Management, Medical  
Law and Ethics, and Healthcare  
Human Resources Management.

## Links

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

## Skills

QuickBooks

Excel

Scheduling

Payroll

Budgeting

HIPAA Compliance

Staff Management

## Languages

English

Russian

## Profile

Results-driven Practice Administrator with 5 years of experience in driving operational excellence and financial stability in healthcare settings. Adept at implementing efficient processes, enhancing patient satisfaction, and ensuring compliance with industry regulations. Proven ability to manage budgets, develop strategic plans, and foster strong staff relationships. Skilled in streamlining workflows, optimizing resources, and building high-performing teams focused on delivering quality patient care.

## Employment History

**Practice Administrator at Delaware Health Information Network (DHIN),  
DE**

Feb 2023 - Present

- Successfully implemented an Electronic Health Record (EHR) system across 95% of healthcare providers in Delaware, leading to a 30% reduction in paperwork and a 20% improvement in patient care coordination.
- Streamlined DHIN's billing and payment processes, resulting in a 25% increase in revenue collections and a 15% decrease in claim denials within the first year.
- Led a team that achieved a 98% satisfaction rate among healthcare providers for DHIN's Health Information Exchange (HIE) services, positioning the organization as a leader in statewide health data sharing and interoperability.
- Oversaw the successful integration of 100% of Delaware's hospitals and laboratories into DHIN's HIE network, enabling real-time access to crucial patient data for over 10,000 healthcare professionals and improving the overall quality of care in the state.

**Assistant Practice Administrator at ChristianaCare Health System, DE**

Aug 2018 - Jan 2023

- Implemented a streamlined patient scheduling system, resulting in a 20% increase in appointment efficiency and a 15% reduction in patient wait times.
- Successfully managed a team of 10 administrative staff members, improving overall department productivity by 25% and reducing employee turnover by 30%.
- Coordinated the transition to a new Electronic Health Record (EHR) system, ensuring a smooth implementation with minimal disruption to patient care and ultimately reducing documentation errors by 40%.
- Developed and executed a cost-saving initiative for office supplies and equipment, reducing expenses by 35% while maintaining high quality standards for the practice.

## Certificates

**Certified Medical Practice Executive (CMPE)**

Mar 2022

**Certified Professional in Healthcare Quality (CPHQ)**

Nov 2020