

JAMES E PLUMMER

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SUMMARY

James Plummer is a **Health Care Administration Professional**. An experienced leader, James builds strong relationships through communication, collaboration and by practicing Emotional Intelligence with physicians, staff and patients to deliver commitment and satisfaction, proficient processes, and practice transformation. James authored his Doctoral dissertation on Tele-Health for Veterans and published articles on the significance of Leadership in healthcare. James also led a team that collaborated on a major health system's training program for creating the "Positive Patient Experience". James has established relationships with physicians for a large number of Greater Philadelphia Region health systems including Penn Medicine, Jefferson Health, Crozer Keystone, Temple Health, Drexel Health, Main Line Health and Grandview Health as well as over 150 independent physician practices.

AREAS OF EXPERTISE

- Leadership/Mentoring
- Communication/Coaching
- Learning/Development
- Project Planning/Analysis
- Training/Education
- Process/Productivity Improvement
- Fiscal/Budget Management
- Tableau Data Management
- Systems/Critical Thinking

SELECTED ACCOMPLISHMENTS

- **Advanced Quality Measures.** Acted as a coach/consultant to physicians on a contract with CMS to facilitate 215 physician practices to achieve highest quality scores for Quality Payment Programs such as CPC+ and MIPS resulting in over 92% of all offices achieving highest scores.
- **Root Cause Analysis.** Lead teams in investigation process involving medical records for the purpose of conducting root cause analysis and implemented corrective actions resulting in over 82% positive outcomes..
- **Business Growth.** Initiated business plan and process' during a period of rapid growth for large Cardiology group that led to achieving a increase of over 2,000 additional visits in a single fiscal year.
- **Training and Information Programs.** Lead team that developed Positive Patient Experience Training Program. Collaborated with CMS, healthcare consultants, payor executives and physicians to create, plan and initiate training and informational sessions to enlighten physicians and their staff on process improvement. Introduced practice transformation to a value based reimbursement system and staff and physician engagement improvement with workflows to help provide Longitudinal Care Coordination for their patients.
- **Provider Educational Programs.** Monitored and managed all physician CME and educational programs in order to assist them in keeping abreast with continuing educational opportunities and stay current with all State and Federal regulatory requirements, credentialing and incentive programs.
- **Sales/Marketing.** Fostered business to business relationships with sales reps from EMR software companies to assist physician practices in choosing the correct system for their practices in order to provide them with the ideal structure for achieving maximum QPP results and communication with patients to address care gaps.

PROFESSIONAL EXPERIENCE

Axia Women's Health, Pennsylvania

11/2019 – Present

Group Administrator Physician Practices

Leads a team of Managers, Providers and staff in daily operation of multiple Women's Health medical offices

Philadelphia College of Osteopathic Medicine, Philadelphia, PA

7/2018 – 5/2019

Manager, Practice Transformation and Care Coordination

Lead a team that initiated practice transformation and physician engagement that supported the health clinic's strategic objectives. Monitored and managed multiple Internal Medicine clinics (high number of Medicare and Medicaid patients) in the function of achieving maximum results from all payor Quality Payment Programs

TMF Health Quality Institute, Philadelphia, PA

2/2017 – 7/2018

Senior Health Services Consultant

Coached methods and created workflows for physicians to help achieve advanced quality measures and metrics performance goals. Organized and implemented initiatives to help over 215 Primary Care/Internal Medicine practices to be successful in changing from fee for service to value based medicine. Trained physicians on methods concentrating on care management/coordination, staff/patient engagement, quality metrics and statistical analysis.

Crozer-Keystone Health Network, Upland, Pa

6/2015 – 2/2017

Senior Manager Outpatient Services – Primary Care/Internal Medicine

Managed a team of providers, managers and staff in daily operation at multiple clinics within Internal Medicine

HEALTH CARE ROLES - PRIOR TO 2015 AND CURRENT PART-TIME

EASTERN UNIVERSITY- ADJUNCT FACILITATOR – SCHOOL OF BUSINESS AND LEADERSHIP

ROSEMONT COLLEGE – ADJUNCT FACILITATOR – SCHOOL OF GRADUATE AND PROFESSIONAL STUDIES

PENN MEDICINE – SENIOR MANAGER, OUTPATIENT SERVICES - CARDIOLOGY

QUEST DIAGNOSTICS – EXAM ONE - BRANCH MANAGER

AMERICAN RED CROSS – DISTRICT MANAGER OF OPERATIONS AND COLLECTIONS – BLOOD SERVICES

KELLY OCG – OPERATIONS MANAGER (MANAGED CONTRACT STAFF AT JOHNSON & JOHNSON SITES)

VETERAN – UNITED STATES ARMY – MEDICAL CORPSMAN

EDUCATION

Doctor of Management – Management and Strategic Leadership, Thomas Jefferson University (2020)

Master of Science - Healthcare Law, University of Oklahoma (2020)

Master Business Administration – Health Care Administration, Eastern University. (4.0 GPA) (2015)

Master of Science – Healthcare Management, Rosemont College (2010)

Bachelor of Arts – Business Communication, Rosemont College (2007)

CERTIFICATES

Fellow of the Institute of System Wisdoms – Thomas Jefferson University

Graduate Certificate – Health Care Administration, Rosemont College

Certificate of Leadership – University of Pennsylvania - Wharton School

Delta Mu Delta Honor Society – Eastern University

PUBLICATIONS

Differences between a Leader and a Manager – PAHCOM Journal, July/August - 2019

Tech Advancement in Healthcare - Delaware County Medical Society - Fall 2019

Physician Burnout in American Healthcare – PAHCOM Journal, March/April – 2020

The Expanded Chronic Care Model – PAHCOM Journal/Delco Medical Society - September/October - 2020

Doctorate Dissertation – Current Practices, Perceptions and Challenges of Telehealth in the Treatment of Mental Health in the U. S. Department of Veterans Affairs, Thomas Jefferson University, 2020