

REGINA BUTCHER

LINKEDIN.COM/IN/REGINABUTCHER • (516) 412-8622 • REGINABUTCHER3@GMAIL.COM

EDUCATION

M.S, Health Services Administration, Hofstra University
B.S, Health Services Administration, Lehman College/CUNY

December – 2019
May – 2017

SKILLS

Nursing Home Administrator License (NHA)

- Passed Connecticut exam awaiting for license

January- 2021

EXPERIENCE

Fairview Nursing Care Center (200 beds), Queens, NY

Administrator in Training

September 2020 – Present

- Provide input into the annual operating budget
- Gain further experience on how to complete required forms and documents in accordance with company policy and state and/or federal regulations
- Foster a smooth functioning, efficient operation through timely and effective resolution of grievances from residents, families and/or staff
- Audits nursing department to ensure high quality nursing delivery systems

Northwell Health Solutions, Manhasset, NY

Administrative Support Coordinator, Clinical Risk Documentation

October 2019 – Present

- Use lucidchart to identify inefficiencies and make recommendations for process improvement
- Streamline outreach and re-engagement of provider which increase our outreach productivity by 20%

Northwell Stern Family Center for Rehabilitation (256 beds), Manhasset, NY

Healthcare Administration Intern

June 2019 – November 2019

- Focused on Patient Satisfaction. Currently Stern is a 256-bed Skilled Nursing Facility and Short-Term Sub Acute Rehabilitation services that operates 24 hrs./day, 7 days week. I interacted with patients by visiting 10 concierge patients daily. During my visits it was my responsibility to ask patients to provide feedback about their experience. If there were complaints, I would communicate back with the administrator to address concerns as they arose
- Utilized Tableau, Excel, and word to enter and keep track of response that I received from the patients during my visits
- Worked alongside the Executive Director. Shadowed various departments including HR, Admissions, Social Work, Nursing, Finance, Information Technology, Medical Records, Environment Service, Rehabilitation, Recreation, Dietary, Nutrition & Engineering and completed various weekly management reports and projects
- In-service nurses on environmental safety changes which includes identification of patients, proper procedure for dating of water, hand washing, incident reporting and emergency management
- Attended several meetings (e.g. Performance Improvement Coordinating Group meeting, Medical Board Ethics Committee meeting & etc.) with the administrator and medical director. Those meetings gave me the knowledge necessary to manage Skilled Nursing facility

Northwell Orthopaedic, Lake Success, NY

December 2015 – October 2019

Administrative Support Associate- Intermediate Supervisor

- Liaise with 4 analytics team members to plan, organize, and analyze physician metrics via Press Ganey Survey Services
- Recommend 3 health strategies to Directors to improve company-wide practices; communication techniques, hand-washing, and patient wait-time reduction.
- Actively contribute with 7 senior level officials across orthopaedic department to refine and communicate hospital policies and procedures across 12 physician hospital groups
- Manage 30 employees and daily functions for directors, and VPs across orthopaedic department
- Oversee Orthopaedic PMR contract renewal and membership payment process via Chrome River software
- Assist patients and colleagues with appointment scheduling; identify specific patient needs to determine appointment type, location and urgency throughout the orthopaedic service line
- Accounts to coordinating 10 - 15 interviews to vet potential job candidates for the orthopaedic service line
- Create and maintain tracking sheet via Excel for orders placed within PeopleSoft Financial System Management
- Identify 5 cost-reduction opportunities within orthopaedic department

- Manage employee schedules, meeting agendas, and process minutes for leadership team
- Transmit regulatory requirements for compliance training renewals to physicians; coach physicians on complying with policies
- Keep abreast of industry trends by reading online newsletter and blogs to increase knowledge in assessing new customers and market opportunities
- Troubleshoot technology issues within office and escalate if needed

WellLife Network, Flushing, NY

August 2014 – October 2016

Direct Care Counselor (Per Diem)

- Assisted individuals with developmental and mental disabilities with preparation of daytime activities; encourage good personal hygiene, and behavioral management

Old Navy, Jamaica, NY

November 2013 – January 2016

Supervisor

- Managed performance appraisal of 15 employees on team to provide insight on accomplishments and to establish tangible goals for future career success
- Developed and executed marketing and sales strategies for store to enhance productivity and improve monthly, and quarterly store performance
- Presented at quarterly meetings on the improvement of retail experience to manage customer satisfaction and find areas to exceed monthly sales goals
- Liaised with store manager to plan open house events to vet potential job candidates for seasonal, part time and full-time employment
- Conducted training programs to develop existing staff competencies and facilitated new hire orientation and onboarding
- Promoted within Old Navy from Sales Associate to Supervisor because of demonstrated project leadership skills