

# Keith Compson P.T., MBA

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## **SUMMARY OF QUALIFICATIONS:**

Analytic and innovative healthcare leader with expertise in business analytics and over 19 years of clinical healthcare delivery and leadership experience. Known for keen attention to detail and successful change management, helping clinical teams consistently perform at their best and deliver world-class patient care. Specific skills and expertise in:

- People Development
- Leadership & Mentoring
- EMR Implementation and Optimization
- Team Leadership
- Project Leadership
- Lean Six Sigma
- Program Development
- SAP BO
- Medical Compliance
- Community Outreach

## **EDUCATION:**

### **NORTH CAROLINA STATE UNIVERSITY - Raleigh, NC**

**2017**

Jenkins Graduate School of Management

Master of Business Administration

Certifications: Business Analytics, SAP University Alliance Student Certificate

- McLauchlan Leadership Fellow (2017)
- Involved in a program of study using SAP that includes hands-on experience with SAP Lumira and SAP ECC core modules of: FI, CO, SD, MM, WM, HCM

### **DAEMEN COLLEGE - Amherst, NY**

**1999**

Bachelor of Science, Physical Therapy

## **PROFESSIONAL EXPERIENCE:**

### **UNC HEALTH CARE - Chapel Hill, NC**

**2013 – Present**

#### **Therapy Services Manager, Pediatrics (2017 – Present)**

- Managed day to day operations of pediatric rehabilitation service crossing four cost centers to deliver exceptional patient care for patients admitted to UNC Children's Hospital
- Developed a departmental digital dashboard utilizing to communicate key performance metrics in real time to multiple stakeholders
- Led a multidisciplinary pediatric rehab team of 34 clinicians specializing in PT, OT, SLP and Child Life providing patient care in both inpatient and outpatient clinical settings
- Developed and led a patient care delivery project to improve the execution of recommended treatment plans by 12% generating an additional 1,900 patient visits in the first year
- Identified and led a multi-departmental project involving Neonatology, Nursing and Rehab to improve communication and referral processes resulting in a 52% increase in rehabilitation caseload
- Launched Child Life services in UNC Hospitals Pediatric ED providing psychosocial support for pediatric patients and their families receiving emergency medical care

#### **Clinical Coordinator (2016 – 2017)**

#### **Clinical Specialist (2014 – 2016)**

- Played a key role on a year-long interdisciplinary Lean project focused on patient scheduling which maximized clinician schedule utilization through automated wait-list implementation, staff training and end-to-end process improvement for a gain of over \$130,000 annual net revenue
- Reduced no-show rates by 39% across eight sites by standardizing appointment attendance expectations and training staff to deliver consistent, individualized appointment reminders

- Trained, coached and supported front office personnel to implement standard scheduling processes in eight clinics resulting in 33% improvement in staff understanding and 100% utilization of new processes
- Enhanced physician engagement by leading PT representation in monthly Spine Center Provider Meetings fostering collaborative working relationships with Physical Medicine & Rehabilitation and Neurosurgery providers
- Marketed UNC Therapy Services by delivering free lectures to the public and leading post-race care at a variety of local running races and triathlons
- Chaired UNC Hospital Rehabilitation Therapies Clinical Education Committee leading the activities of this department level, 14-person committee from 2015 - 2017
- Served as Assistant Chair of Outpatient Quality Council, supporting over 50 clinicians across seven clinics leading projects in OP scheduling, website optimization and EPIC EMR documentation process improvement
- Drove value through outcomes benchmarking leading data collection amongst all clinicians

**Physical Therapist I (2013 – 2014)**

**UNIVERSITY OF NORTH CAROLINA, CHAPEL HILL – Chapel Hill, NC**

**2017 – Present**

**Adjunct Faculty**

**Orthopedic Physical Therapy Residency Coordinator (2017 – Present)**

- Coached residents during the year-long intensive program to enhance residents' professional development, personal leadership and contribution to the program and field of Physical Therapy
- Prepared application for successful ABPTRFE reaccreditation application
- Led curriculum review project with 16 faculty members to critically analyze learning objectives and content for the 15 modules that comprise the UNC Orthopedic Residency

**Occupational Therapy Burn & Mental Health Fellowship Module Lead (2018 - Present)**

- Developed and taught post-graduate program professional development module emphasizing personal and professional growth strategies and execution

**GLENS FALLS HOSPITAL - Glens Falls, NY**

**2005 – 2013**

**Education & Quality Coordinator (2009 – 2013)**

- Led a multidisciplinary internal audit project collaborating with the compliance department to compile, analyze and summarize data from 500 outpatient medical records annually for compliance with federal, state, JCAHO and hospital standards demonstrating over 90% first-pass compliance rate for 35 rehabilitation providers
- Managed the planning and execution of an unexpected relocation of capital equipment, clinical supplies and technology for a 25,000-sf multidisciplinary outpatient clinic to minimize disruption to patient care
- Sourced, planned, and implemented multidisciplinary clinical outcomes benchmarking project demonstrating visit efficiency in the top quartile of clinics nationwide
- Led multi-site PT and OT clinical improvement projects resulting in 140% improvement in visit efficiency for patients referred for shoulder pathology and 33% improvement for all musculoskeletal pathology.
- Led the development of a robust multidisciplinary student program involving 50 clinicians, 20 universities and 12 clinical sites delivering 7,200 hours of advanced clinical education per year while maintaining 60% full time clinical caseload

**Staff Development Coordinator, Clinical Instructor (2007 – 2009)**

**Staff Physical Therapist, Clinical Instructor (2006 – 2007)**

**HUDSON HEADWATERS HEALTH NETWORK - Warrensburg, NY**

**2002 - 2006**

**Staff Physical Therapist**

**SARATOGA HOSPITAL & NURSING HOME - Saratoga Springs, NY**

**1999 - 2002**

**Staff Physical Therapist, Clinical Instructor**

### **VOLUNTEER POSITIONS:**

#### **NORTH CAROLINA PHYSICAL THERAPY ASSOCIATION - Raleigh, NC**

**2014 – Present**

Treasurer (2018 – Present)

Member, NCPTA Finance Committee (2016 – 2018)

Secretary, Board of Directors Scholarship and Loans (2014 – 2018)

### **AWARDS/CERTIFICATIONS**

Kaizen Coach Training – UNC Health Care, 2019

Clinical Advanced Management Program Graduate – UNC Health Care, 2018

Mabel M. Parker Award for Excellence in Clinical Education – UNC Chapel Hill, 2017

SAP University Alliance Student Certificate, 2017

Beta Gamma Sigma – National Business Scholastic Honor Society, 2017

Phi Kappa Phi – National Honor Society, 2017

Lean Six Sigma Purple Belt: Interdisciplinary Outpatient Rehabilitation Scheduling Project, 2015

UNC Rehabilitation Therapies Innovation & Adaptation Award, 2015

Certified Mechanical Diagnosis & Therapy, McKenzie Institute USA, 2004