

Kiki Waldhoff

Health Care Administration

Profile

I am a results-driven health care administrator with over 5 years of experience in the industry. I have a proven track record of improving patient satisfaction scores, reducing costs, and increasing operational efficiencies. I have a Master's Degree in Health Care Administration from XYZ University and am currently pursuing my PhD in Organizational Leadership.

Employment History

Hospital Administrator at Create My Health Record (New South Wales, Australia)

Mar 2022 - Present

- Led team of 100 employees to successfully implement new EHR system.
- Reduced hospital-acquired infections by 15% over a two year period.
- Decreased length of stay for surgical patients by 0.5 days.
- Developed and implemented successful outreach program that increased patient satisfaction scores by 10%.
- Successfully negotiated managed care contracts that saved the organization \$2 million annually.
- Improved employee engagement scores from 50th percentile to 75th percentile.

Nursing Home Administrator at EHR Solutions (Delaware, United States)

Aug 2017 - Feb 2022

- Led a team of 15 in the implementation of a new EMR system that improved patient care and decreased length of stay by 2 days on average.
- Negotiated with insurance providers to get coverage for an innovative treatment that increased survival rates by 25%.
- Instituted policies and procedures which led to a hospital-wide decrease in infections acquired during hospital stays by 30%.
- Collaborated with IT Department to develop data analytics tools which identified issues in real time, leading to quicker resolution time and fewer patients being affected.
- Worked closely with Board of Directors to create budget for upcoming year while ensuring all needs were still met.

Certificates

Certified Health Executive (CHE)

Sep 2020

Fellow of the American College of Healthcare Executives (FACHE)

Jul 2019

Certified in Public Health (CPH)

Jan 2018

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Education

Bachelor of Science in Health Care at Wake Forest University, Winston-Salem, NC

Sep 2012 - May 2017

I learned about the different aspects of health care administration and how to manage a healthcare facility. I also gained experience in teamwork and leadership.

Links

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

Skills

Hospital administration

Health care management

Health policy

Planning and coordination of health services

Regulation and licensing of health care facilities

Quality assurance in healthcare

Governance of healthcare organizations

Languages

English

Bengali