

Olive Provencio-Johnson

Relevant Experience

Medical Services Administrator

June 2019 - March 2021

International Community Health Services - Seattle, WA

- Managing Federal HRSA grant for Nurse Practitioner Residency, increase in residents from three to seven total, annually
- Maintain NNPRFTC accreditation requirements for Nurse Practitioner program
- Assist with clinic wide accreditation in preparation of the AAAHC accreditation site-visits, HRSA OSV and DSME audits
- Manage project timelines for various Medical Services Department projects and grants
- Handled calendars for the CMO and Medical Director, *as well as the NP Residency Director as needed.*
- Controlled 5 NP program calendars including didactic, specialty rotations, two clinical sites, and general resident meetings.
- Execute and maintain affiliation agreements and relationships with 15 local contacts for NP specialty rotations
- Supervise medical services Administrative Assistant; hire, train and conduct performance evaluation, coach and discipline
- Facilitate and coordinate the execution of 30+ employment agreements with all ICHS Medical Providers
- Update medical services department and organizational quarterly scorecard measures for review by management team
- Assist with annual Medical Services Department budget
- Bi-weekly timecard approval of 60+ staff

Operations and Medical Services Supervisor

February 2019 - June 2019

International Community Health Services - Seattle, WA

- Project lead to standardize organization email distribution lists and accounts for efficient and predictable searches
- Project lead for patient consent form clean-up of an excessive 200+ forms to just 70 useful forms (including translations) involving the dental, medical patient services and medical back office departments
- Project lead for creation of a one-stop-shop for patient resources and health education materials
- Tracked progress on related organizational audits by outside entities associated with medical or operational needs
- Established the Graduate Medical Education and Research program at ICHS, in partnership with the Chief Medical Officer
- Developed policies related to transportation services in relation to patient care
- Member of the ICHS Data Governance Council that analyzes organizational data use and security categories
- Manage the *New Provider Orientation* schedules for all incoming full-time or on-call providers
- Attend to various administrative support tasks for the Chief Medical Officer and Chief Operating Officer

Administrative Coordinator

August 2016 - February 2019

International Community Health Services - Seattle, WA

- Launched ICHS' first Vision Clinic in partnership with the Lead Health Center Manager with oversight by the Chief Operating Officer
- Creation, facilitation and tracking of quarterly provider peer review for 30 AAP and MD/DO clinicians combined and spread over four health center locations
- Acted as department liaison for recruitment of both medical clinicians and operational staff
- ICHS project liaison to outside vendor responsible for creating an internal scorecard to track clinic progress

AmeriCorps and Volunteer Programs Manager

September 2013 - August 2016

Sea Mar Community Health Centers - Seattle, WA

- Development and submission of all weekly, monthly, quarterly and annual reports required
- Coordinate and implement member and site supervisor training, service job descriptions, team building activities, performance evaluations and service projects
- Coordinate member recruitment, interviews, orientation, placements and retention efforts; supervising a diverse 24 member team spread over multiple sites; regular member support and evaluation
- Directly supervise members in the pediatric literacy program and volunteer program and oversee all aspects of those programs
- AmeriCorps grant management including, but not limited to; grant writing, fiscal management; progress reporting through national database; expanding community collaborations and funding base
- Maintain up to date member files throughout the year, track member hours and submissions, and progress reporting data in the National electronic database/reporting system
- Participate locally, regionally, and nationally as appropriate with other AmeriCorps service programs and maintain the necessary community relationships required
- Ensure compliance with all aspects of AmeriCorps/Community Health Corp Program contracts, contract reports, audits and invoice submissions
- Directed the 12th and 13th Annual Latina Health Fair – providing free health screenings and community resource information to 200+ members of the community

Psychiatry Office Manager

January 2013 - August 2013

Dr. Paul Herndon, MD Psychiatry - Austin, TX

- Assisted 100+ patients monthly with scheduling, prescriptions, phone consultations and insurance aid
- Documented all patient information including service plans, treatment reports and progress notes
- Consulted with the doctor regarding client medication changes, issues with medicine compliance and efficacy of medications
- Monitored prescriptions for patients with bipolar, depression, anxiety and personality disorders

Rentals Manager

May 2010 - September 2013

Mellow Johnny's Bike Shop – Austin, TX

- Created solutions in the areas of inventory, sales reporting, distribution and product upgrades that led to system improvements and streamlined processes
- Worked closely with company executives to identify new business opportunities and routinely participated in the sales process
- Managed the extensive monthly and situational maintenance for a fleet of 65 bikes with the mechanic team
- Established community connections with local hotels to provide direct rental services with our department
- Special event planning

Legislative Assistant

January 2009 - May 2009

Texas House of Representatives with Chente Quintanilla – Austin, TX

- Responded to constituent inquiries
- Gathered and prepared lobbyist interests and information for the representative for later review

Education

University of Texas at Austin - Austin, TX

Bachelor of Arts: Physical Anthropology, 2012

Minor in Business Administration