



W. Randy Rice, MSHA
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Curriculum Vitae | Current as of August 23, 2011

OBJECTIVE

Use my extensive management, information technology, communication, and teaching experience to effectively participate in the leadership of a healthcare, education, and/or community-based organization.

SUMMARY

Master's prepared professional with consistently proven success in healthcare administration, higher education, community development, government relations, and technology integration; Extensive track-record of developing innovative and technology-based business solutions with emphasis on demonstrable return on investment and continuous improvement; Skilled at creating vivid and compelling vision of short-and long-term opportunities, developing strategic plans for achieving overarching goals and objectives, and measuring individual and team performance; Practical and standards-based approach to contract development and fiscal administration, grant writing, and program development and performance accountability.

WORK EXPERIENCE

Northwest Pennsylvania Regional Planning and Development Commission, Oil City, PA

04/2008 – 11/2010 Director, Community Development & Planning
10/2007 -- 04/2008 Manager, Community Development
03/2007 – 10/2007 Manager, Technology Development

Clarion University of Pennsylvania, Clarion, PA

03/2005 – 03/2007 Assistant Director for Research and Development
04/2004 – 03/2005 Project Coordinator and Corporate Trainer
05/2002 – 04/2004 Workforce Development Consultant
03/1995 – 02/2000 Director, Student Health Services

Rice Information Services, Clarion, PA

02/2001 – 05/2003 Founder/Proprietor

Pro98six.com/Rethinkinc, New York, NY

02/2000 – 09/2000 Senior Producer/Consultant

Performance Management Associates, Inc., Clarion, PA

09/1994 – 09/1995 Founder and President

Highland Hospital, Charleston, WV

08/1986 – 08/1994 Director, Quality Assessment and Improvement / Risk Management / Utilization Review
11/1985 – 07/1986 Social Services Secretary
05/1984 – 11/1985 Medical Records Technician
02/1983 – 03/1986 Attendant – Child, Adolescent, and Adult Units

EDUCATION

Master of Science, Health Administration
The Medical College of Virginia, Virginia Commonwealth University, 1993

Bachelor of Arts, Psychology
The University of Charleston, 1986

SKILLS/ACCOMPLISHMENTS

Leadership and Management

- Developed and led implementation of organization-wide policies and programs including quality assessment and improvement, data aggregation and analysis, grant and contract administration, professional staff management, and facilities management.
- Developed and managed organization-wide and program-specific budgets ranging from several thousand to \$1.25 million.
- Supervised diverse professional staff including professionally licensed physicians, advanced practice nurses, registered nurses, ancillary health professionals, information technology professionals, community development professionals, and administrative support staff.
- Provided strategic and operational leadership including development of organizational and program budgets, tracking of long-term performance metrics, and regular reporting of internal and external stakeholder impact.
- Established Rice Information Services (now Clarion Computer) as successful business in 2001.
- Led county-wide development of strategic plan for economic development (Clarion County, PA)
- Facilitated colocation of county economic development and area Chamber of Business and Industry.
- Served a two-year term as President of Clarion County Economic Development Corporation.
- Performed annual performance reviews and developed/implemented recommendations for raises, promotions, corrective action, and special recognition.
- Developed and implemented plans for professional development and frequently served as instructor of professional development programs.
- Coordinated and served as regional point of contact for Vice-Presidential (Biden) visit to northwest PA to announce \$7 Billion in broadband stimulus funding.
- Conducted project management activities for diverse range of projects including facilities design and construction, reimbursement review, technology migration/implementation, accreditation review, and statewide data collection activities.
- Contract management including private, state, and federal funding awards.

Business, Technical and Grant writing

- Awarded approximately \$1 Million in grant funding by PA Department of Community and Economic Development (DCED) to provide statewide broadband and technology-related training and technical assistance.
- Published, "Motivation: The Most Basic Process in TQM/CQI", *Journal for Healthcare Quality*, 1992; 15(3): 38-42
- Awarded "Stronger Economies Together" regional training and technical assistance program by US Department of Agriculture, Rural Development.
- Obtained private foundation grant funding to purchase and install first desktop computers in private psychiatric hospital.
- Effectively condensed/summarized 127-page American Recovery and Reinvestment Act Notice of Funds Availability for broadband funding into one-page executive summary.
- Reviewed and revised professional staff bylaws and policies and procedures at Highland Hospital.
- Developed/Compiled/Authored, "PA Tobacco Use and Attitude Survey", Clarion University of PA/Pennsylvania Department of Health.
- Published, "Conditional Accreditation", *Journal of Quality Assurance*, 1989; 11(4): 14-15.

Healthcare Administration

- Directed university-based ambulatory health center serving a community of 6,000 students.
- Revised billing standards to conform to national benchmarks (UCR) and operate student health service at a profit sufficient to support expansion and enhancement of health programs.
- Developed practice management software that accurately recorded student health history and treatment information and generated custom reports demonstrating quality outcomes.
- Automated procedures for submitting charges to student accounts saving approximately \$50,000 per year in time previously spent hand-entering charges.
- Negotiated and managed contracts with third-party providers including physicians, emergency services, pharmacy, laboratory services, and medical records management.
- Created student health survey to assess social norms and support health promotion and education.
- Managed comprehensive re-construction of student health facility while maintaining benchmarked levels of service.

- Established and directed outbound call center to conduct statewide survey of adult tobacco use under contract with PA State Department of Health and US Centers for Disease Control and Prevention.
- Participated in development of first web portal dedicated exclusively to college health services, (Pro98six.com).
- Conducted HIPAA and privacy-related research and education for private consulting firm serving higher education.
- Managed four consecutive JCAHO triennial accreditation surveys within two hospitals.
- Led 86-bed private psychiatric hospital to perfect JCAHO accreditation score within category of quality assessment and improvement.
- Developed hospital-wide policies and procedures for quality assessment and improvement, utilization review, and risk management.
- Automated process for credentialing and privileging of professional staff comprised of approximately fifty licensed healthcare providers.

Technology Development/Technology Integration

- Led migration to hosted Microsoft Exchange/Blackberry Enterprise Server.
- Managed Microsoft Exchange 2007 and integrated Blackberry Enterprise Server.
- Managed Windows Server 2003 within operating environments ranging from 10-50 users.
- Developed and supported mechanisms for secure remote office management and communications.
- Provided first-line desktop support and coordinated extended support.
- Led establishment of outbound call center including hardware and software acquisition and configuration, telephone system configuration and management, and data security.
- Developed clinical outcomes management software application.
- Developed comprehensive clinical management software application to manage patient information, accounting, and billing.
- Selected, installed, and configured SpectraSoft patient scheduling software.
- Deployed "ClariOnline", the first electronic Bulletin Board System (BBS) within Clarion County Pennsylvania.
- Managed 100-extension Merlin Legend II phone system to support operation of 82-bed private psychiatric hospital.
- Led purchase, installation, configuration, and management of hospital-wide deployment of desktop computer systems.

Software Application Development

- Multi-user application developed in Microsoft Access to measure individual and aggregate surveyor performance according to standards articulated by US Centers for Disease Control and Prevention. Applied in 10-person call center established in university-based division for research and development.
- Single-user application developed in FileMaker Pro. Reconciled electronic orders for over the counter medication placed through online vendors with local point of sale system. Operationalized in regional pharmacy and home-healthcare chain with 11 retail locations.
- Multi-user application developed in Microsoft Access to record and trend physical therapy procedures and outcomes in a community based rehabilitation center.
- Multi-user application developed in Microsoft Access to record and summarize patient encounters including diagnoses, procedures, and dispensing of prescriptions/clinical supplies. Interactively made patient history available to clinical staff. System installed and maintained for 10 years in university-based health center serving a student population of approximately 6,000 students.
- Single user application developed in Q&A to manage credentialing and privileging of clinical staff in 82-bed JCAHO-accredited private psychiatric hospital.
- Single-user application developed in Q&A and Borland QuattroPro to record and summarize incident report data in 82-bed private psychiatric hospital.

Small Group Training and Facilitation

- Instructor/Facilitator, MS Outlook, Northwest Commission.
- Instructor/Facilitator, Facebook/Social Networking, Northwest Commission.
- Instructor, SurveyMonkey web application, Northwest Commission.
- Certificate of Merit, Dr. Edward de Bono's Six Thinking Hats ®.
- Chaired comprehensive revision of economic development strategy for Clarion County Pennsylvania, "Forward Clarion County".

- Contract trainer serving business and industry in northwest Pennsylvania on topics ranging from basic computer skills to application design and development.
- Instructor, MS Excel, Clarion County Career Center.
- Instructor, Data-Based Decision Making, Veteran's Administration Hospital.

BOARDS/COMMITTEES

- Clarion County Employee of the Year, March 2009
- PA Wilds Planning Team, 2008-2010
- Judge, Clarion County Election Board, 2007
- President, Clarion County Economic Development Corporation, 2006-2007
- Member, Clarion County Technology Task Force, 2006- 2010
- Member, Clarion County Economic Development Corporation, 2004-Present
- Co-Chair, Clarion County Strategic Plan Action Team, 2004-2005
- Member, Congressional Advisory Committee, 2004-2005
- Member, Northwest PA Regional Planning and Development Commission Technology Advisory Group, 2003-2010
- Chair, Clarion County Development Council, 2003-2004
- Secretary, Clarion County Development Council, 2002-2003
- Community Chair, "I Love Clarion Day" Celebration, 2001-2003
- Chair, Clarion University Parking Committee, 1997-1999
- President, WV Association for Healthcare Quality, 1992-1994
- Region II Bylaws Committee, National Association for Healthcare Quality, 1991
- Delegate to National Convention, WV Association for Healthcare Quality, 1989, 1991
- Secretary, WV Association for Healthcare Quality, 1991
- Region II Marketing Committee, National Association for Healthcare Quality, 1990