

917-517-5977

PRINCETON, NJ

LINKEDIN PROFILE

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JEROME Z. CUNNINGHAM

HEALTHCARE PROFESSIONAL

Proactive and results-oriented Director with 20+ cumulative years of experience in human resource management, health services, financial accounts analysis and management, and performance reporting and analysis. Bolstering patient and family care advocacies through critical problem-solving and strategic planning, leveraging an ability to work independently and gather and interpret data. A strong leader dedicated to customer service excellence and motivating professional development through open verbal and written communication and a healthy competitive environment.

AREAS OF EXPERTISE

PROJECT MANAGEMENT | BUDGETING | FORECASTING | PROCESS IMPROVEMENTS | BUSINESS DEVELOPMENT | CHANGE MANAGEMENT | STRATEGIC LEADERSHIP | PEOPLE MANAGEMENT | PATIENT SERVICES | HEALTHCARE | HEALTH SYSTEMS | PROFESSIONAL DEVELOPMENT | PUBLIC SPEAKING & PRESENTATIONS | PATIENT ADVOCACY | SOCIAL WORK | PUBLIC ADMINISTRATION | CONFLICT RESOLUTION | CUSTOMER SERVICE | ADVANCED COMMUNICATION SKILLS

TECHNICAL SKILLS

MICROSOFT OFFICE 365 | EPIC SOFTWARE | PEOPLESFT SOFTWARE | MICROSOFT WINDOWS |

NOTABLE ACCOMPLISHMENTS

- Delivered EPIC training classes to around 4,000 healthcare practitioners across various disciplines.
- Assisted in overseeing and coordinating multiple simultaneous projects and initiatives within the division to help maintain performance improvement.
- Streamlined payment processes resulted in reducing more than \$250,000 in bad debt.
- Maintained a 95% record accuracy rate of all records within the department.
- Reduced customer complaints on financial accounts by 45% through strong analytical, problem-solving, and customer.

PROFESSIONAL EXPERIENCE

Director of Healthcare Program Planning Analyst

Aug '12 - Present

Bellevue Hospital Center

New York, NY

The Director of the CMO's office administers activities and programs assigned to related personnel working cooperatively to meet the needs of 4,800 affiliate staff, health providers, house staff, and medical students who access the office for assistance with Bellevue-related issues during their clinical rotations. Plans, initiates, monitors and directs studies and analysis to issues critical to the delivery of health care by the organization. Ensures optimal utilization of resources and compliance with the operating standards of various health care governing and accrediting bodies, resulting in improved patient experience and outcomes.

- Partner with the CMO to provide administrative oversight of hospital-wide efforts to advance data collection, performance improvement and operational efficiency (e.g., length of stay, patient care).
- Oversee and coordinate EPIC training classes for approximately 4,000 healthcare professionals across various departments.
- Manage, collect, review and complete Press Ganey data analysis for Patient Experience projects for presentations and meeting reports**
- Supervise staff to comply with the department's policies and meet assigned goals.
- Create and maintain the department's budget and forecasting for the fiscal year in cooperation with the Medical Director's office.

- Responsible for the processing of physician credentialing files expeditiously.
- Collaborate with the Directors of Social Work, Research, and Occupational Health Services to maintain staff members' compliance.
- Liaison for the Bellevue Collaboration Council Committee.
- Staff the Bellevue Collaborative Council as council administrator – to set agendas, track status of all projects between meetings and ensure deadlines are met.
- Promoted from Executive Office Manager to Director of Healthcare Program Planning Analyst.
- Monitor/track expense requests for the CMO's Office, within the PeopleSoft Finance/Supply Chain as approver. (One-time expenses, computer request, standing orders and vendors).
- Provide consultative services to Operations, Medical and Professional Affairs and other groups, as needed, related to methodology for planning and evaluating specific health care programs.
- Serve as liaison to NYU medical school for 600 medical students.
- Develop and maintain database of contact information for all physicians on the affiliation contract and coordinate all system wide communication with MDs.

Senior Executive Assistant

Oct '08 - Aug '12

Bellevue Hospital Center

New York, NY

- Coordinated the Project Red ED Care Management program, as part of CMS grant to improve utilization and reduce 30-day readmissions.
- Oversight of the Patient Advocacy program in the absence of the Director.
- Former budget manager for the Case Management Department.
- Organized meetings with department heads and staff for projects like Customer Performance Improvement, Case Management, Hospital to Home, Behavior Health Options, Chest Pain Unit, and Emergency Department initiatives.
- Responsible for the data collection on special revenue enhancement projects.
- Served as the human resources liaison, ensuring that all division staff complied with HR regulations and policies.
- Supervised staff for all divisions in departmental and administrative activities for compliance.
- Ensuring investigation of open commitments and resolution of issues.

Accounting Supervisor

Jan '00 - Oct '08

Micro-Computer Rentals International

South Plainfield, NJ

- Supervised and coordinated various activities involving maintaining and processing accounting and financial records associated with billing, revenue, collections, and records keeping for over 500 accounts while maintaining exemplary accuracy rate of attorney and collection agency files.

EDUCATION

Master of Science - Public Administration

Dec '24

Rutgers University

Newark, NJ

- GPA: 3.75

Bachelor of Science - Leadership and Management

Jan '19

Rutgers Business School

Newark, NJ

Associates of Science - Accounting

Jun '16

Hudson County Community College

Jersey City, NJ