



**Accomplishments**

- ✓ Led successful ambulatory and hospital JCAHO surveys
- ✓ Led hospital and ambulatory budget process
- ✓ Provided leadership to opening of five (5) primary care health centers
- ✓ Enhanced status of Cook County Health and Hospital System through participation in provider networks,
- ✓ Established community advisory boards
- ✓ Built provider network for CountyCare, an Illinois expansion of Medicaid
- ✓ Led implementation of expansion of dental services

**Skills, Abilities, Knowledge**

- ✓ Microsoft Word suite, i.e. Word, Excel, PowerPoint
- ✓ Excellent written skills, including, but not limited to, reports, grants, narratives
- ✓ Excellent verbal skills
- ✓ SWOT analysis
- ✓ Strong interpersonal and communication skills
- ✓ Strategic Planning
- ✓ Ability to interact effectively with all levels of healthcare management as well as front-line workers
- ✓ Labor relations
- ✓ Grants Management
- ✓ Primary Care and Behavioral Health Integration

**Experience**

**Contractual**

*January 2015-Present*

*Independent Consultant*

Managed Care contracting and implementation, corporate compliance and integration of Primary and Behavioral health care services.

**Employment**

*January 2014-Dec 2014*

*Near North Health Service Corporation  
Chief Operating Officer*

Directly supervised Comprehensive Services and Nutrition Services in addition to overall responsibility for operations across the entire corporation, which includes nine (9) primary care sites and three (3) nutrition sites. Served as Corporate Compliance Officer and co-chaired Managed Care Committee.

*August 2010-Dec 2013*

**Cook County Health and Hospitals System**

**Director of Provider Relations**

Responsible for external relationships with Federally Qualified Health Centers, hospitals and other providers of health-related services. Serves in a business development capacity to increase incoming patient referrals and revenue sources by creating and implementing a strategic plan for establishing or strengthening relationships in the market. Member of CountyCare implementation team responsible for building provider network.

*Feb 2007-July 2010: Cook County Health and Hospitals System*

**Provident Hospital of Cook County**

**Chief Operating Officer**

Responsible for all aspects of hospital operations at this public, community hospital located on the South Side of Chicago. Leads Executive Leadership Team in formulating policies and procedures; establishing operating budget; assessing clinical and support programs; and adherence to regulatory standards for a community hospital. Led successful effort to maintain Joint Commission accreditation. Maintains positive working relationships with other System entities. Participates in System-wide committees toward furthering the mission of the System. Represents the hospital at community and other events.

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*Feb 2004-February 2007*

**Cook County Health and Hospitals System**

**Ambulatory and Community Health Network of Cook County**

**Interim Chief Operating Officer**

Responsible for all aspects of ambulatory primary and specialty healthcare services for users of Cook County's health system. Led senior leaders in policy formation; budget planning and management; human resources; quality improvement; and other elements required to deliver quality outpatient care to an underserved, low-income population. Responsible for coordination with other System operating units, as well as partnerships with City of Chicago, State of Illinois and private healthcare and human service organizations. Led successful effort to achieve Joint Commission accreditation for network of clinics. Played an active role in Bureau Management and other Bureau-wide workgroups toward improving structure and function of Bureau of Health.

*July 1998-February 2004*

**Cook County Health and Hospitals System  
Ambulatory and Community Health Network of Cook County**

**Director of Operations**

Overall responsibility for day-to-day operations of 26 community health centers throughout Cook County. With other senior leaders, developed budget and policies for entire network; interacted with leadership of other System operating units; directly supervised health center administrators. Also responsible for Human Resources, Corporate Compliance and Community Relations.

*August 1992-July 1998* **Cook County Health and Hospitals System**

**Ambulatory and Community Health Network of Cook County  
Woodlawn and Englewood Health Centers**

**Site Administrator**

Responsible for administrative supervision of two (2) community health centers. Responsible for budget, statistics and supervision of staff. Addressed patient complaints and facilitated patient Advisory Board. Ensured adherence to policies of Ambulatory and Community Health Network and Cook County Health and Hospitals System.

*May 1988-May 1991*

**Cook County Health and Hospitals System  
Stroger Hospital  
Division of General Internal Medicine  
Primary Care Internal Medicine Program**

**Behavioral Health Faculty**

Provided behavioral health training and consultation to post-graduate internal medicine residents.

*February 1984-June 1992*

**Counseling Centers of Chicago (formerly known as Edgewater Uptown  
Community Mental Health Center)**

**Associate Director, Consultation and Education Services**

Developed curriculums and secured grant funding for mental health, domestic violence and HIV programs. Provided in-service training to other mental health organizations and consultation to community organizations

**Emergency Services Director**

Responsible for administering crisis intervention program. Conducted office-based and community psychiatric assessments and facilitated psychiatric hospitalization when indicated.

***Grants***

Principal Investigator, South Suburban HIV/AIDS Regional Coalition (SSHARC)

Principal Investigator, Congressional Black Caucus HIV/AIDS (CBC) project at Austin Health Center of Cook County

### ***Selected Presentations***

- ❖ Domestic Violence and Internal Medicine. Teaching Internal Medicine conference
- ❖ Beyond a Unicultural Perspective; Health Care for the 90's
- ❖ Homeless African American Mothers and HIV Infection. International Conference on Counseling People of Color
- ❖ Resident Education in Cross-Cultural Issues. Midwest Regional Society of General Internal Medicine

### ***Publications:***

Crawford, I., Thomas, S., Zoller, D. Communication and Level of AIDS Knowledge Among Homeless African American Mothers and Their Children. J Health and Social Policy, 1993, Vol.4, #4, 37-53

Knowles, M. (editor) The Challenge of HIV for Mental Health Workers. National Institute of Mental Health Training manual. Authored two training modules.

Lemon, M., Kallal, C., Thomas, S.. Teaching Social Issues in Primary Care. Clinical Research 1991; 39; 619

Soto, T., Meeting the Mental Health Needs of Gay and Bisexual Men of Color. 1995. Hektoen Institute of Medical Research. Contributor

### ***Miscellaneous:***

Project Brotherhood: A Black Meus' Clinic. Advisory Board Member to this health program targeting African American men.

Harambee. Advisory Board for Howard Brown Health Center's African American program.

Consultant. Partnership to End Homelessness. Facilitated working group on mental health needs of homeless persons. Prepared document based on focus group proceedings

Consultant. Program evaluation team for Sex Police, HIV prevention program for youth

Consultant. Families in Touch; Understanding AIDS. Chicago Tribune supplement and WGN-TV series

### ***Education:***

Loyola University, Healthcare Leadership Program

University of Wisconsin-Milwaukee, Master's Degree in Social Work, 1980

Beloit College, B.A. Sociology, 1974

***Memberships/Volunteerism***

American Public Health Association, Member

Public Health Institute of Metropolitan Chicago, Board Member

Quality of Life, State of Illinois Board responsible for distributing lottery revenue for HIV/AIDS ticket