

Donald G. Cornuet

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Summary of Accomplishments

- Implemented change management theories and redesigned the administrative structure and electronic medical record processes.
- Restructured multi-site orthopedics and rheumatology department to assure consistency across all locations, managed the creation of subspecialties within what had been a department of generalists, and restructured relationships with referral sources, producing a 24% increase in volume over the past year (*Cambridge Health Alliance*).
- Achieved 43% increase in gross charges over a 20 month period for Pain Management Center (*Caritas St. Elizabeth's Medical Center*).
- Operationalized a new 11,000 square foot Bone & Joint Center (*Caritas St. Elizabeth's Center*).
- Co-directed a joint service strategic planning process for Psychosocial Oncology and Palliative Care Service (*Dana-Farber Cancer Institute*).
- Led refinement of clinical / research platform, thus increasing provider productivity 65% in a two year period (*Dana-Farber Cancer Institute*).
- Developed business and clinical model for a for-profit healthcare venture (*WorldPath SelectCare International*).
- Achieved a break-even point in second year of operation (*WorldPath SelectCare International*).

2005 -

Multi-Site Program Administrator – Department of Orthopaedics

Cambridge Health Alliance, Cambridge, MA

Fostering standardization and consistency across all of the sites of the department. Creating a common platform for a multi-specialty service line. Facilitating the diversification of specialization within the department and overseeing clinical and non-clinical staff needed to support newly recruited specialists. Strengthening relationships with referral sources and assuring rapid patient access to services through implementation of new technology-based measures. Monitoring and continuously evaluating and refining the financial, operational systems, management procedures and clinical model within the department. Restructuring staffing to achieve efficiencies in a highly unionized environment. Reviewing and enforcing compliance methodologies and practices. Planning and implementing marketing strategies, and reviewing and revising as needed. Developing and training staff in service recovery protocols.

2003 -
2005

Business Manager – Pain Management & Bone & Joint Centers

Caritas Saint Elizabeth's Medical Center, Boston, MA

Responsible for: design and implementation of the new clinical model for pain management, providing direction to the clinical staff; strategic business development, including design and implementation of the new business model, working collaboratively with the medical director and the administrative director of orthopedics and rehabilitation services; preparation for and oversight of relocation of the Bone and Joint Center into significantly larger new space and the conversion of the program model from that of a private physician practice to a hospital-based center; oversight of the pain management fellowship program, including interviewing, selection, coordinating and directing participants, working collaboratively with the co-directors for the center's fellowship program; and overall management, including all aspects of internal operations, relations with other components of the hospital and the Caritas system, and external relationships with referral sources.

2001 -
2003

Program Administrator – Palliative Care & Psychosocial Oncology

Dana-Farber Cancer Institute, Boston, MA

Collaborate with the Chief of Adult Psychosocial Oncology services. Co-manage both multidisciplinary teams who provide care to all Dana-Farber Cancer Institute adult outpatient and inpatients populations. Manage clinical and research operations, budget, and staff development and fellowship educational programs. Assisted in developing a joint-service strategic plan. Oversee outreach operations for home-care and hospice services within the community setting.

1997 -
2001

Chief Operating Officer

WorldPath SelectCare International, Boston, MA

Direct report to Chief Executive Officer of early-stage Company responsible for managing health care and other services for high net worth international individuals: established business principles; developed provider network; set up internal and external operations; oversaw budget development and management, marketing, customer and provider network relations and product development.

1993 -
1997

Practice Manager-Pain Management Center

Beth Israel Deaconess Medical Center, Boston, MA

Direct report to Director of Center: responsible for overall center management, including referral operations and relationships, marketing functions, development of quality assurance tools and activities and tool, budget development and management, and staff supervision. Liaison to professional staff.

Practice Coordinator: Assistant to Director of Surgical Services;

Responsible for high volume, complex operating room suites, including supervision of support staff, budget management, oversight of billing activities, personal computer network system implementation and support, human resource functions, and control of payroll activities; served as principal department resource in absence of Nurse Manager.

1990 -
1993

Senior Admissions Coordinator

Spaulding Rehabilitation Hospital, Boston, MA

Functional responsibility as the assistant Director of Admissions for a 284-bed Harvard-affiliated rehabilitation hospital with particular responsibility for overall hospital census management; other responsibilities included management of Admissions Department in the absence of Director, supervision of daily activities of support staff, overseeing weekend admitting process, supervision of insurance verification and pre-certification, maintenance of statistical data, monitoring of quality assurance as part of the admissions process, and liaison between the Admissions Department and the other departments of the Hospital.

1985 -
1989

Surgical Coordinator

Beth Israel Hospital, Boston, MA

Responsibilities included scheduling and coordinating fifteen operating rooms and assuring appropriate anesthesia coverage, assisting in augmentation and file maintenance of an automated surgical scheduling system, providing necessary equipment and supplies in support of surgery, generating statistical analyses of operating room usage and monitoring information flow for billing surgical and anesthesia services.

Patient Accounts Representative

Responsibilities included preadmission booking, insurance coverage verification, implementing credit and collection policies, coordinating responses to third party audits of inpatient stays, monitoring workers compensation billing and collection.

1981 -
1985

Billing Assistant

Acton Medical Associates, Acton, MA

Responsibilities included supervision of data entry, patient accounts, collection procedures and general office functions for a group practice of eleven physicians.

Education

1993

Bachelor of Science
Northeastern University
Boston, MA