

Morgan Templar

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Strategic – Talented – Driven – Flexible – Creative – Professional – Visionary – Dynamic
Thriving in fast-paced environments, constantly pushing to excel. Forged in a diverse professional background; Savvy in the interdependencies of healthcare; Leveraging a unique skill set to drive change and build strong cooperative cultures. If yours is a progressive, visionary organization that seeks the best, then you want Morgan Templar as a Leader.

EMPLOYMENT

Valley Health; Corporate Director of Credentialing Services - CCS

December 2009 - Present; Winchester, Virginia

Accountable to the Valley Health System Board of Trustees; Reporting to the Chief Quality and Medical Officer of the VH System. Directs operations, creates processes, enacts agreements, manages culture, drives change, investigates and corrects inefficient business practices, influences physician alignment, and represents Valley Health in community and professional cooperatives.

- Strategic Development and Implementation of regional credentialing for a Joint Commission accredited multi-hospital system and creation of regional central credentialing service (CCS)
- Physician Alignment, Negotiation, Medical Staff Governance, Compliance
- Project Development and Implementation: Comprehensive Online Physician Orientation, Medical Student on-boarding, Policy & Procedure development and standardization; Managed Care Delegation; Functional Integration of compliance projects
- Information System Administration, Database Management, Technical Liaison between Vendors and staff, RFP management
- LEAN training; Capital and Operations Budgeting

Templar Healthcare Consultants; President

November 2007 – Present; Winchester, Virginia

Industry experts discretely providing highest level professional healthcare research and consulting services.

- Various Clients; References available upon request

Coventry Health Care (CHC):

March 2006 – December 2009; Harrisburg, Pennsylvania

Strategic Leadership; Process Analysis and Implementation; Project Management; Managed Care credentialing; Interdepartmental Coordination; Joint Ventures; Database Administration; Vendor Management; Operations; Financial Accountability.

Business Analyst Consultant, Credentials Verification Center (CVC)

October 2007 – December 2009; Harrisburg, Pennsylvania

- Process Engineering; Systems Analysis; Workflow Development; Change Management; Oracle Database mining and maintenance; Project Management following PMI methodologies; System Integration, Data Migration for major acquisitions
- SWOT Analysis and Implementation of IT enhancement projects: FileNet, WebCrawler, document outsourcing

- Managed high-performance personnel: Projects team, Data Integrity team, and Outsourcing team; Policy and Procedure committee Leadership; Developed and Implemented Paperless Credentialing Project
- Expert NCQA, URAC, CMS and State regulation interpretation and compliance
- Strategic Design & Implementation of National CHC Credentialing Caucus – forum of 100+ managed care leaders – Think Tank for nationally interoperable strategies, policy, objectives, and compliance

Operations Manager, Credentials Verification Center (CVC)

March 2006 – October 2007; Salt Lake City, Utah

- Entrepreneurial start-up project: Opened third U.S. office in Salt Lake City. Initial facility set-up. Recruited, hired & trained 25 staff in 60 days
- Performance Management monitoring; Strategic driven metrics
- Personnel orientation, training and ongoing education
- Leadership of Policy and Procedure committee, Implemented full-rewrite to meet compliance guidelines

Intermountain Healthcare (IHC):

April 2001 – March 2006; Salt Lake City, Utah

Project Coordinator, Medical Affairs (IHC)

November 2005 – March 2006; Salt Lake City, Utah

- Project Management following PMI methodologies
- Data Base Management: Responsible for system integrity and data management using Cactus, Crystal and FoxPro reporting
- Departmental Reporting design and implementation; Wrote policy & procedure
- Managed personnel; Training Coordinator: employee orientation & training

Medical Credentialing Specialist, Medical Affairs (IHC)

September 2004 – November 2005; Salt Lake City, Utah

- Credentialing Committee coordination and support; Physician Relations
- Recredentialing of over 2500 providers for Intermountain Medical Group

Senior Executive Secretary, Urban Central Region Administration (IHC UCR)

July 2002 – August 2004; Salt Lake City, Utah

- Lead Project Manager: IHC Urban Central Region/SLCC Nursing Program. Budget: \$1.5 Million. Two-year project including development, implementation and management – turned an idea with budget approval into a fully accredited **RN degree program** including contract negotiation, program design, recruitment of key staff, budget planning and oversight, Public Relations, student selection and student liaison. Successful project expanded to launch of Ultrasound Technologist training program and Neonatal Nurse Practitioner training program.
- Financial Dashboards – enhanced and presented monthly for region Executive Leadership and Board of Directors;
- Capital Budget process coordination and ranking

Other Positions:

1990 - 2001; Salt Lake City, Utah area

- **Director Process Improvement and Human Resources**, Internet Events International (IEI): *Internet Top-Level-Domain Registry*
- **Vice President Sales – North American Region**, Virtual Media International, Inc. (VMII): *Internet based trade-shows*
- **President**, Mohr Consultants: *Small business accounting, bookkeeping, and tax preparation*

ACCOMPLISHMENTS

- Featured Speaker:
 - *"The Paperless Office,"* Pennsylvania Association Medical Staff Services – Annual Conference, April 2011
 - *"Managing vendor, CVO, and large organization relationships,"* West Virginia Association Medical Staff Services – Annual Conference, October 2011
 - *"The Mission of the Red Cross,"* Rotary Club of Winchester, March 2011
 - *"Strategic Planning,"* Utah Association Medical Staff Services – Annual Conference, August 2006
- Promotional Appearances – Public, Broadcast, Multi-media and Social Media, *"The Mission and Vision of the Red Cross"*
- Mentoring – NAMSS Mentor 2010 and 2011
- Professional Workshops – Coventry Health Care, SLC CVC, 2006 – 2007, Presented Monthly workshops on Communication, Teambuilding, Organization, Attitude, and Leadership
- *Targeted Selection* certified interviewer
- HAZWOPER (HAZMAT) certified Incident Commander
- LEAN Value Stream Analysis trained consultant
- Safety & Security coordinator at PCMC for 2002 Olympic Games
- Awards:
 - Executive of the Year: VMII 2000
 - Chairman's Circle: IEI 2001
 - Shining Star: IHC 2004

EDUCATION

- Masters Healthcare Administration – Currently enrolled (Graduation 12/2012)
Ohio University – Athens, OH
- Bachelor of Science – Public Relations
University of Utah – Salt Lake City, UT

PROFESSIONAL DESIGNATION

- CPMSM – Certified Professional in Medical Services Management

PROFESSIONAL & SERVICE ORGANIZATIONS

- American College of Healthcare Executives (ACHE) - Member
- American Red Cross, Top of Virginia Chapter - Chairman, Board of Directors
- Rotary Club of Winchester/Rotary International - Sustaining Member
- National Association of Medical Staff Services (NAMSS) - Member
- Virginia Association Medical Staff Services (VAMSS) - Member
- Utah Association of Medical Staff Services (UAMSS) - Immediate Past-President (2008)
- President (2007)
- President-Elect (2006)

REFERENCES

Available upon request