

Jason Heal

EXPERIENCE

Client Success Executive

ALTERA DIGITAL HEALTH (FORMERLY ALLSCRIPTS) FEB 2021 - PRESENT

- Developed long-term, strategic roadmap for clients
- Improved client retention and loyalty through C-Suite relationships
- Coached corporate and hospital leaders on use of data for business and clinical optimization
- Advocated for client requests and software enhancements
- Created a process for tracking projects across facilities with cross-functional teams
- Mentored colleagues in how to communicate effectively and provide meaningful feedback
- Functioned as Program Manager for several internal initiatives
- Increased NPS scores through collaboration between internal departments using client feedback

Independent Agent/Benefits Consultant

AFLAC MAR 2017 - PRESENT

- Contracted with multiple carriers to sell all types of Health and Life insurance
- Created partnerships with existing insurance agencies to supplement their client base and increase enrollment participation
- Received awards for production volume, totaling 50% above criteria

Director, Professional Services

SURGICAL INFORMATION SYSTEMS OCT 2009 - DEC 2015

- Directed Project Managers and Implementation Consultants on optimal practices
- Redesigned staffing model through cross-training and redefining roles
- Decreased Anesthesia EMR implementation times by 90%
- Collaborated with Product Management to develop a robust anesthesia solution
- SME for periop analytics, anesthesia, and nursing EMR implementations

Implementation Consultant

MCKESSON PROVIDER TECHNOLOGIES DEC 2006 - OCT 2009

- SME for business analytics, perioperative EMR, and enterprise scheduling software
- Designed, debugged, developed user manuals, and trained staff on new systems.

Manager, Surgical Services

COVENANT HEALTHCARE FEB 2005 - DEC 2006

- Reduced surgical site infection rates to less than 0.5% over 6 months
- Increased staff by 18 FTE's and revenue by over \$10 million in one year
- Improved Press Ganey patient satisfaction scores by 35%

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Michigan, US

SKILLS

Strategic Planning
Client Success
Project/Program Management
Virtual Team Leadership
P&L Management
Sales
Workflow Optimization
Perioperative EMR
Mentoring
Training
Conflict Mediation
Community Service

EDUCATION

Associate of Applied Science

BAKER COLLEGE OF FLINT

Surgical Technology

Associate of Science

DELTA COLLEGE

Surgical First Assistant

Bachelor of Business Administration

NORTHWOOD UNIVERSITY

General Administration and Management

Master of Business Administration

QUANTIC SCHOOL OF BUSINESS AND TECHNOLOGY
CURRENTLY ATTENDING

Business Law, Data Analysis, Strategic Planning