

NATALIE COOPER

(423) 779-2720

Natalie.Cooper@Commonspirit.org

A young healthcare professional looking to make a difference in her community by further developing leadership skills, making connections, continuing to learn and encouraging those around her.

EDUCATION

MAY 2020

MASTER OF HEALTH ADMINISTRATION, UNIVERSITY OF KENTUCKY

MAY 2018

BACHELOR OF SCIENCE IN HEALTH AND HUMAN PERFORMANCE, AUSTIN PEAY STATE UNIVERSITY

EXPERIENCE

MARCH 2021 – PRESENT

MARKET MANAGER- ONCOLOGY SUPPORT SERVICES, CHI SAINT JOSEPH HEALTH

- Assisted in the expansion of the market wide Cleveland Clinic affiliation including quality, process, and strategic initiatives
- Launched a robust financial navigation program to reduce financial toxicity in cancer patients throughout the KY market
- Led a cancer screening initiative focused on outreach related to lung, breast, colon, prostate, and cervical screenings
- Implemented market wide referral coordination and intake process for 6 cancer centers
- Collaborated with a multidisciplinary group including surgeons, oncologists, doctors, nurse navigators, and tumor registrars to develop a GI Tumor Board
- Planned and executed the construction and opening of a new medical oncology clinic space and resource center
- Establishing consistent processes related to support services throughout the KY market including billing, authorization, social work, genetic counseling and financial navigation
- Working daily with a team of over 20 employees to remove barriers, solve problems and encourage the highest quality of care possible for patients

JUNE 2020 – MARCH 2021

MANAGER- ONCOLOGY SUPPORT SERVICES, CHI SAINT JOSEPH HEALTH

- Developed strategic pathway and growth initiatives for the Lexington Oncology Service Line
- Focused heavily on throughput and process improvement for infusion services, medical oncology clinic, genetic counseling, referral coordination, and scheduling guidelines

- Streamlined lung screening scheduling coordination and lung nodule navigation process
- Implemented standard processes for chemotherapy and radiation authorizations
- Established consistent volume tracking and data reports for the cancer center

FEBRUARY 2020 – JUNE 2020

PROJECT MANAGER- ONCOLOGY, CHI SAINT JOSEPH HEALTH

- Established process improvement strategies for several aspects of the Center including revenue cycle, HIM, clinic paper work, and clinic communication
- Coordinated implementation of Cleveland Clinic Affiliation in Lexington including program development, strategic planning and staff education
- Led redesign of one call cancer line for new patients and second opinion requests and scheduling
- Led and assisted the support services staff to improve day-to-day workflow
- Facilitated the launch of a survivorship program and chemotherapy education clinic visit
- Developed advanced reporting tool to monitor program development and growth
- Collaborated with the Director to improve roles and set benchmark goals for the support services staff in light of COVID-19

AUGUST 2019 – FEBRUARY 2020

PROJECT MANAGER- STRATEGY & DEVELOPMENT, CHI SAINT JOSEPH HEALTH

- Managed the contract services negotiation and implementation planning of *Telestroke* services across the Kentucky region
- Oversaw planning process and supported logistics operations of the *Community Retail Pharmacy* launch
- Coordinated patient flow initiatives and facilitated partnerships among Medical Staff, nursing, ancillary services and Access Center
- Set goals and developed education for system-wide USP-800 compliancy

MAY 2019 – AUGUST 2019

ADMINISTRATIVE INTERN- STRATEGY, CHI SAINT JOSEPH HEALTH

- Worked closely with the Vice President of the department to understand the role of strategy in the healthcare market
- Established benchmarks for different facilities in the Saint Joseph based on patient volume, outmigration, and service demand
- Gained a better understanding of the various components of CHI Saint Joseph Health by participating all Senior Executive, Medical Group, Physician Development and other departmental meetings
- Managed various projects and pilot programs in Pharmacy, Oncology, and Compliance departments