

SUMMARY

An experienced healthcare professional with success in leading multiple teams and executing key strategic and innovative initiatives. A collaborative and servant leadership style with a record of developing employees and creating an environment of cohesion. Adaptable to new challenges with an on-going desire for continuous learning and professional growth.

PROFESSIONAL EXPERIENCE

THE QUEEN'S MEDICAL CENTER, Ewa Beach, HI

2013-present

Director, Administrative Services (2019 – present)

Provides strategic and operational leadership and direction in the development and implementation of innovative initiatives related to medical staff services, physician relations, volunteer services, special events, project management, chaplain services, environmental services, dietary services, patient access services, marketing, community relations, and health and wellness initiatives. Responsible for administrative on-call coverage of hospital operations and serves as the designated Liaison Officer in the hospital incident command structure.

- Directed multiple campus expansion projects including a new Same-day-surgery center, comprehensive cancer center, 24-bed advanced medical surgical unit, Imaging expansion of additional CT scanner and Mammo machines, and transition of specialty outpatient services clinics and a new hospital gift shop.
- Spearheaded innovative projects that include a new on-campus preschool, employee giving campaign and fully donor funded outdoor lanai that was created as an employee respite and downshifting space.
- Played a vital role in the operational response initiatives for the COVID-19 pandemic, including leading all the communication efforts on campus and actively participating in the core leadership team to execute the mass vaccination clinic.
- Led the establishment of the health system's first Enterprise Contact Center to increase access and improve patient experience
- Executed the planning and development of a new Orthopedic Clinic practice transition, which expanded outpatient specialty services to address community healthcare needs and grow volume and revenue.

Manager, Administrative Services (2014 – 2019)

Responsible for the development and implementation of programs, services, and activities related to medical staff support, patient relations, volunteer program, special events, marketing, communications, community relations, and project management and oversight of five direct reports.

- Executed the development of a new Family After Hours Clinic, which strategically enabled the organization to increase partnerships with community physicians, expand outpatient services to increase market share, improve access to care, establish on-campus pediatric expertise, and created additional capacity in the Emergency Department for true emergent care.
- Led and implemented an organizational health and wellness initiative, achieving official worksite certification through the nationally recognized Blue Zones Project, founded by National Geographic Fellow, Dan Buettner, which resulted in our organization becoming the 2nd medical center in the nation to receive this distinct recognition of being a pillar for health and wellness.
- Played an essential role in establishing the inaugural QHS Illuminate Twilight Walk, a fundraising effort that raised over \$82,000, which in turn helped towards funding of a new Infectious Disease Program unit, and orthopedic and specialty clinics.
- Developed and implemented new departmental processes and workflows for Patient Relations complaints & grievances, patient and family advisory forums and medical staff services physician orientation.

MARISA ADARO, FACHE, PMP

- Established and executed strategic community partnerships and developed programs with multiple educational institutions to provide learning opportunities for students through site-visits, tours, career fairs and volunteer opportunities and an on-campus garden and farmers market.

Coordinator, SVP & COO (2013-2014)

Responsible for all administrative functions under the SVP & COO and supervision of four administrative support staff.

- Coordinated all planning and logistics activities to support the implementation and development of a new 80 bed community hospital.
- Established and coordinated strategic community outreach plan with key community stakeholders, including long-standing community physicians, government officials, neighborhood boards, rotary clubs, and other vital businesses and influential organizations within the community.

KAISER PERMANENTE, Honolulu, HI

2009 – 2012

Coordinator, Quality, Safety & Service Division (2010 - 2012)

Responsible for all administrative functions of the division and supervision of three administrative support staff. The division included multiple departments including Quality, Workplace Safety, Patient Safety, and Service.

- Led the planning and execution of Patient Safety University, an educational conference for 200+ leaders
- Facilitated annual virtual National Quality Conference for Hawaii Region

Senior Management Assistant, Patient Financial Services & Revenue Cycle (2009-2010)

Employed as administrative support to the entire leadership team of the PFS & Revenue Cycle departments (4 leaders).

- Coordinated all aspects of registration and logistics for the Revenue Cycle summit, a conference for approximately 200+ leaders throughout the organization statewide.
- Maintained 100% compliance for The Sarbanes-Oxley Act (SOX) audits

EDUCATION/CERTIFICATIONS

Master of Health Administration, International Health Graduate Certificate

Central Michigan University, Mount Pleasant, MI

Bachelor of Science, Healthcare Administration

University of Nevada, Las Vegas, Las Vegas, NV

Leading Innovative Change Certificate

University of California, Berkeley, Berkeley, CA

Project Management Professional Certificate

Project Management Institute

Healthcare Leadership for Mass Casualty Incidents Certificate

U.S. Department of Homeland Security, FEMA Center for Domestic Preparedness, Anniston, AL

PROFESSIONAL/COMMUNITY AFFILIATIONS

Hawaii State Commission on the Status of Women, Commissioner, Oahu

American College of Healthcare Executives, Fellow

Kapolei Chamber of Commerce, Member

AWARDS

The Queen's Health Systems, Manager of Excellence Award, 2019