

SCOTT J. GRANDJEAN, FACHE

997 RAIN TREE CIRCLE | SUITE 180, LOCKBOX 8 | ALLEN, TEXAS 75013-4949

OFFICE - (214) 453-2550 | (469) 364-6137 - FAX

E-MAIL - SJGFACHE@LAKESIDEHCS.COM | WEBSITE - HTTP://WWW.LAKESIDEHCS.COM

PROFESSIONAL EXPERIENCE

LAKESIDE HEALTHCARE STRATEGIES, LLC, ALLEN, DALLAS AND SAN ANTONIO, TEXAS

A full-service healthcare consulting and practice management firm providing solutions that decrease practice overhead, increase revenue and improve the provider-patient relationship.

HEALTHCARE CONSULTANT AND PRINCIPAL (CHIEF EXECUTIVE OFFICER) – JULY 2005 – PRESENT

Offers healthcare consulting and practice management services. Serves as subject matter expert for capital equipment procurement, construction management, employee benefits, facility management, front and back office operations, human resources, managed care contracting, medical staff credentialing, office site selection, physician compensation, practice flow, process improvement, records management, regulatory compliance, revenue cycle management, space utilization and strategic planning.

REPRESENTATIVE ENGAGEMENTS

- Coordinated design, scheduling, installation, testing and acceptance of a \$103,000 fire alarm system upgrade and \$85,000 of miscellaneous renovations for a 50,000 sq. ft. Class A office building.
- Negotiated 5-year Class A office lease and finish-out requirements for new Allen, Texas medical office, resulting in the timely relocation of physician's office, delivery and installation of new equipment prior to office grand opening, from initial letter of intent on shell space to completion of construction and issuance of a certificate of occupancy in 151 days.
- Demonstrated that physician's desire to re-negotiate terms of an office space lease agreement would not violate the Stark Physician Referral statutes, resulting in a three-year savings of \$94,000. Oversaw office relocation and negotiated with landlord for tenant improvements.
- Coordinated all aspects of close-out of physician's practice upon departure from a large medical group. Secured revised contracts with United Healthcare/Secure Horizons and Humana Military Healthcare Services (TRICARE).
- Notified United Healthcare of a managed care contract violation and successfully reversed reassignment of Secure Horizons and AARP Medicare Advantage plan beneficiaries erroneously transferred to a competing primary care physician.
- Sought resolution of slow-pay and no-pay accounts with Humana Choice Care and Medicare (Novitas Solutions). Collected \$10,000 within 30 days. Successfully obtained reversal of non-participation decision for Humana Medicare Advantage HMO products.
- Researched and collected \$42,000 from BlueCross BlueShield of Texas in 45 days on patient account balances 90+ days past due.
- Directed implementation of and transition to a CCHIT-accredited electronic medical record (EMR) and practice management system (PMS) for a Dallas family physician, resulting in increased efficiencies for front and back office staff members.
- Directed and consulted on all aspects of the start-up of a Licensed Professional Counselor's private practice. Formed a Texas Professional Limited Liability Company. Secured behavioral health contracts with Aetna, Beech Street, BlueCross BlueShield, Cigna, and TRICARE. Formed a not-for-profit private foundation providing resources for behavioral & mental health providers specializing in treatment for children with developmental delays.
- Formed and managed a Texas Department of Insurance-approved not-for-profit health group cooperative to obtain dental, medical, life, long-term & short-term disability, long-term care and vision insurance coverage for 500+ covered lives in 50 primary care physician offices throughout North Central Texas.
- Negotiated temporary office space lease for the opening of a physician's satellite office. Coordinated with vendors to ensure telecommunications, information technology, PMS and EMR were operational prior to the start date.
- Provided management and financial analysis prior to implementation of new clinical service lines.
- Negotiated information technology and practice management system support service agreements.

THE UNIVERSITY OF TEXAS SOUTHWESTERN MEDICAL CENTER AT DALLAS, TEXAS

A state-supported academic medical center with 4,400 students, residents and post-doctoral fellows that provides for more than 1.8 million outpatient visits and 97,000 inpatient admissions annually.

HIPAA COMPLIANCE ANALYST (Concurrent with role at Lakeside Healthcare Strategies, LLC) – DECEMBER 2005 – JUNE 2008

Served as subject matter expert for Health Insurance Portability and Accountability Act (HIPAA)-related issues and concerns for St. Paul and Zale Lipshy University Hospitals. Assessed compliance with applicable federal and state laws, regulations and policies.

THE UNIVERSITY OF TEXAS SOUTHWESTERN MEDICAL CENTER AT DALLAS, TEXAS (CONTINUED)**ACCOMPLISHMENTS**

- Developed a comprehensive compliance review program to measure and ensure adherence with the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule, and various state regulations governing protected health information and patient privacy initiatives.
- Analyzed department-initiated self-reviews and patient complaints to identify training needs, and provided timely complaint resolution. Built and phased in a computer-based combined privacy and information security training course to 10,000+ faculty, staff and students.
- Rolled out revised medical record self-audit access tool and 'break the glass' procedures, further securing protected health information held in paper and electronic medical records.
- Successfully resolved six HIPAA privacy complaints filed with the Office of the Inspector General, U.S. Department of Health and Human Services

U. S. ARMY GREAT PLAINS REGIONAL MEDICAL COMMAND, FORT SAM HOUSTON, TEXAS

A regional headquarters providing command and control oversight of ten Army medical treatment facilities in a fourteen state region.

REGIONAL HIPAA PRIVACY AND SECURITY OFFICER – FEBRUARY 2004 – JULY 2005

Served as subject matter expert for HIPAA-related matters for 10 medical treatment facilities (MTF) and 150 outlying clinics. Supervised 20 Privacy and Security Office staff members. Served as a liaison to the Regional Medical Command and facility information security readiness teams and HIPAA compliance committees. Provided guidance in resolving privacy and security issues.

ACCOMPLISHMENTS

- Developed and implemented a regional patient complaint tracking system, decreasing the processing time per complaint from 12 days to 5 days.
- Secured resolution of fourteen HIPAA privacy complaints filed with the TRICARE Management Activity, the Army Legislative Liaison Office and members of the U.S. Congress.
- Directed delivery of initial and refresher HIPAA Privacy & Security training for 16,000 personnel.
- Completed a comprehensive review of information security gap analyses for all GPRMC medical treatment facilities. Coordinated with senior hospital leadership to address deficiencies in advance of the HIPAA Security Rule implementation date.

BROOKE ARMY MEDICAL CENTER, FORT SAM HOUSTON, TEXAS

Brooke Army Medical Center (BAMC) is a 450-bed, level 1 trauma and tertiary care facility with medical readiness, patient care, graduate medical education and research missions.

ADMINISTRATIVE OFFICER, DEPARTMENT OF CLINICAL OPERATIONS – AUGUST 2001 – FEBRUARY 2004

Developed business and implementation plans, tracking mechanisms, monitoring tools and training programs for current and future TRICARE initiatives. Executed management and financial analyses to detect and initiate process improvement opportunities. Monitored hospital programs to ensure compliance with HIPAA, Joint Commission (TJC), Privacy Act, Department of the Army, Army Medical Command and BAMC regulations. Served as resource advisor and budget officer for three hospital departments. Served as the department's contracting representative and as the point of contact for the Department of Defense customer satisfaction survey and the Drug Enforcement Administration (DEA) controlled substance registration certificate application process.

ACCOMPLISHMENTS

- Provided management analysis that secured a reversal of TJC survey Type I findings.
- Successfully implemented TRICARE Online, a web-based appointing and marketing tool.
- Developed and implemented the Front Desk Operations Standardized Operating Procedures Manual used in 120 ambulatory clinics throughout the medical center.
- Evaluated space utilization requirements prior to implementation of new service lines, ensuring increased efficiency and availability of clinical services, allowing recapture of \$3.5 million in revenue from civilian network providers.
- Provided oversight of a \$12 million budget for three hospital departments while acting as resource advisor and budget officer. De-obligated \$1.7 million in contract funds prior to mid-year financial review. Increased revenue by \$5.5 million through the capture of beneficiaries' third party insurance information.
- Developed customer service recovery initiatives to increase patient satisfaction and to streamline patient flow around the facility.

BROOKE ARMY MEDICAL CENTER (CONTINUED)

ADMINISTRATIVE ASSISTANT TO CHIEF, QUALITY MANAGEMENT SERVICE – JUNE 2000 – JULY 2001

ACCOMPLISHMENTS

- Ensured successful completion of triennial survey and compliance with TJC standards while performing as a quality management consultant, preparing briefings for senior staff members on survey readiness and activities and presenting weekly presentations for 3,600 staff members.
- Established electronic provider credential viewing system to meet TJC accreditation standards. Served as facility point of contact for DEA controlled substance registration certificate application process, processing 450+ applications in four months.
- Designed courses for and implemented a computer-based training delivery system for 3,600+ military, civilian and contract employees, resulting in a \$300,000 decrease in lost productivity and a \$350,000 increase in patient revenues.

ADMINISTRATIVE RESIDENT, DEPARTMENT OF MEDICINE – JANUARY 2000 – MAY 2000

ACCOMPLISHMENTS

- Streamlined front office operations in twelve high-volume clinics through the development of a standardized business practices manual.

RURAL/METRO AMBULANCE, SAN ANTONIO, SEGUIN & CORPUS CHRISTI, TEXAS

A leading provider of emergency and non-emergency medical transportation, fire protection and other safety-related services to municipal, residential, and commercial customers in approximately 400 communities throughout the United States.

BUSINESS DEVELOPMENT SPECIALIST AND EMERGENCY MEDICAL TECHNICIAN – MAY 1998 – JUNE 2000

Participated in health fairs and community events to increase awareness of available product lines. Maintained contact with healthcare facilities, providers and consumers to demonstrate product lines, gain feedback and resolve complaints. Performed duties as an Emergency Medical Technician.

ACCOMPLISHMENTS

- Launched ambulance operations in three South Texas cities through capital equipment acquisition, personnel recruitment and marketing.
- Secured four contracts worth \$16 million over a two year period.
- Supplied specialized medical transportation services for pediatric and neonatal intensive care unit teams and patients of Santa Rosa Children's Hospital and Methodist Children's Hospital. Furnished ground transportation services to aero-medical evacuation patients arriving and departing Brooke Army Medical Center and Wilford Hall Medical Center.
- Provided back-up 911 ambulance services for the City of Seguin, Texas and the Guadalupe County Emergency Services District.

EDUCATION AND CERTIFICATIONS

- | | |
|------|---|
| 2013 | Graduate Student, Master of Public Administration (Anticipate graduation in December 2015)
Midwestern State University, Wichita Falls, Texas |
| 2013 | Medicolegal Death Investigator Training Course
Department of Forensic Pathology - St. Louis University, St. Louis, Missouri |
| 2013 | Cadet, Basic Peace Officer Course #82N
Collin County Law Enforcement Academy, McKinney, Texas |
| 2008 | Notary Public, State of Texas – Commission expires 25 July 2016 |
| 2007 | Board-Certified in Healthcare Management and Fellow of the American College of Healthcare Executives (ACHE) - Re-certified in 2010. |
| 2000 | Bachelor of Healthcare Administration, Minor in Healthcare Administration
Southwest Texas State University, San Marcos, Texas |
| 1995 | Certificate, Emergency Medical Technician-Basic Training Program
The University of Texas Southwestern Medical Center at Dallas, Texas |

PROFESSIONAL AFFILIATIONS

National Member, American College of Healthcare Executives, August 1996 – Present

Member, North Texas Chapter-ACHE, January 2006 – Present

- Mentorship Committee, January 2010 – Present
- Sponsorship Committee, January 2008 – June 2008
- Membership Committee, February 2006 – December 2007

Member, ACHE District 4 Lone Star Area Regent's Advisory Council, May 2005 – December 2005

Member, South Texas Chapter-ACHE, January 2000 – January 2006

- Served as Secretary, President-Elect, President and Immediate Past-President, August 2002 – December 2006
- Recipient of Leadership Recognition Award in 2004 and President's Service Award in 2006.

National Member, Healthcare Financial Management Association (HFMA), 1999-2005 and 2009 – Present

Member, South Texas Chapter-HFMA, 1999 – 2005 and 2009 – Present

Registry-Eligible, American Board of Medicolegal Death Investigators, 2013 – Present

HONORS AND AWARDS

- Wood Badge SR 785/571-79 at Philmont Scout Ranch, Cimarron, New Mexico - Beads presented in May 2007
- Eagle Scout Award (1991) with Bronze Palm (1993), Boy Scouts of America
- Received additional recognition for volunteer service through the American College of Healthcare Executives, Boy Scouts of America and the San Antonio Livestock Exposition

COMMUNITY INVOLVEMENT

Legacy Boxer Rescue, Hurst, Texas

July 2010 – Present

- Adoption Counselor, Foster Home & Foster Mentor

NorthPark Presbyterian Church, Dallas, Texas

December 2009 – Present

- Ordained Elder and Deacon in the Presbyterian Church, USA
- Sunday School Teacher

Troop 64 and Tejas Caddo (formerly While Buffalo) District, Circle Ten Council, Boy Scouts of America, Dallas, Texas

February 2006 – Present

- District Commissioner, November 2006 – December 2010
- Membership Committee Chairman and Unit Commissioner, February 2006 – November 2006
- Merit Badge Counselor and Troop Committee Member, February 2006 - Present

San Antonio Livestock Exposition, Inc., San Antonio, Texas

September 2001 – February 2013

- Life Member, Auction Committee (September 2002 – February 2013) and Horse Show Committee (September 2001 – September 2004)

REFERENCES

Available upon request