

Christopher Grant

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EXECUTIVE | OPERATIONS | FINANCE | STRATEGY | INNOVATION

Accomplished and effective healthcare executive with a passion for creating patient-focused solutions in the U.S. and globally. Demonstrated success providing operational innovation utilizing technology and business analytics to drive sustainable results. Deep finance background in financial forecasting, capital programming, and managing P&Ls. Diverse strategic experience from leading small business growth to Chief of Staff to the CFO for a multi-billion dollar organization. Adept at leading diverse organizations and teams with a focus on creating a culture of service and compassion. Executive and board-level presentations and communication; Board governance and corporate oversight experience within large complex organizations. Strong negotiation skills forging long-term partnerships and joint ventures. Able to deliver private equity funding for growing start-up businesses.

AREAS OF EXPERTISE

Proven Leadership Experience | Forecasting, Capital Programming | Strategic Implementation for Sustainable Results | Consumer Digital & AI Tools | Continuous Improvement | Predictive Analytics | Scaling Operations | Private Equity Funding and Management | Strong Negotiation Skills

EXPERIENCE

MANAGING PARTNER, Glide Path Advisory Services

March 2023 - Current

Glide Path Advisory Services – Santa Ana, CA

Focused on providing guidance and consultation at the executive and C-suite level.

Client Work:

- AI Autonomous health organization: providing and securing private equity investment; negotiating joint ventures and partnerships with big-box retailers, national health plans, and pharmacies.
- Luxury Health and Wellness organization: strategic and financial planning; providing and securing private equity investment; negotiating joint venture with international five-star hotel resort chain.
- Home Health organization: providing strategic planning and market research; negotiating partnerships to gain scale and operational excellence.

VICE PRESIDENT & GENERAL MANAGER, Quest HealthConnect

February 2020 – March 2023

Quest Diagnostics – Santa Ana, CA

Accelerated growth through strategic planning and operational excellence. Introduced new patient services products and value-based contracts. Successfully managed Medicare Risk Adjustment business unit to identify and close gaps in care through in-home health risk assessments, diabetic retinal screenings, OSTEO screenings, and clinical lab kits. Implemented digital omni-channel engagement for increased patient engagement. Led the business from commercial sales to business operations to customer inbound/outbound call center services. Doubled revenue and improved margins by 67% within the first year following a recent acquisition and integration of operations.

- Fostered a culture of continuous improvement and introduced Shin Kaizen process improvement methodologies.
- Negotiated partnership for growth through aggregation strategies. Developed new tech stack and platform.
- Increased retention and customer engagement by migrating a call center to a virtual platform.
- Created and managed the “NBA Covid-19 Bubble” for testing.

(Experience, continued)

EXECUTIVE DIRECTOR, National Patient Services**November 2015 – February 2020**

Quest Diagnostics – Baltimore, MD

Managed national phlebotomy services to more than 2,200 clinics, 4,500 medical offices, staff of 12,000 and mobile in-home services. Drove service improvements, increased capacity, lower costs and increased patient satisfaction through digital transformation.

- Reduced P&L expenses YoY: \$10M reduction in 2015, \$18M reduction in 2017, and \$32M reduction in 2018.
- Digitized the patient journey from appointment to results improving NPS scores to 87%.
- Partnered with FEMA and the White House Corona Virus Task force designing the national testing strategies.
- Provided and managed CV19 testing for the 2021 United States Presidential Inauguration.
- Negotiated, developed, and operationalized retail partnership with Albertsons/Safeway.
- Negotiated, developed, and operationalized retail joint venture with Walmart.

VICE PRESIDENT, Patient Services**February 2014 – July 2015**

Johns Hopkins Medicine International – Baltimore, MD

Provided high-end discrete global medical concierge services to heads of state, royal families, executive healthcare, CIA, Congressional, Judicial and Executive branches. Oversaw referral lifecycle from intake through discharge and continuum of care in country for international and domestic patients. Led a 230-member multi-cultural team of care coordinators, nurses, intake call center personnel, medical concierge, interpreters, and patient experience team with 8 direct reports. Board level strategic presentations and planning. Member of medical Ethics Community.

- Developed portfolio realignment strategies toward Latin America and China; reinforced Middle East portfolio (UAE, Saudi Arabia, Qatar, UAE, and Kuwait) through focused customer service and web-access portals.
- Managed three separate P&L statements; developed revenue targets by country and payor type; controlled expenses (primarily workforce management) by creating a fungible workforce strategy to optimize FTEs; drove over \$150M of revenue to the clinics; consolidated P&L valued at \$300M.
- Implemented an end-to-end cloud-based operating platform (Salesforce CRM, InContact VOIP telephony, Skedulo dispatch) delivered on iPads.

EXECUTIVE DIRECTOR, Strategy and Operations**June 2007 – January 2014**

Kaiser Permanente, CA

Developed, managed, and led a multi-year business case of \$2B directing a team of 78 on/offshore project managers. Consolidation strategy to move 10 claims systems to a shared service model.

- Strategized and worked with multiple C-Office executives and Corporate Board of Directors for strategy, management and reporting.
- Created and developed the business case for the consolidation of professional services organization to manage and administrate national claims payment.

Additional Roles at Kaiser Permanente**1993-2007**

Executive Director, New Product Design and Operations (05-07)

Managing Director, Office of the CEO (04-05)

Chief of Staff, Office of the CFO (02-04)

Managing Director, National Enterprise Contract Negotiations and Strategic Partnerships (99-02)

Managing Director, EPRP Call Center (95-99)

Director, Contract Negotiations and Network Management (93-95)

EDUCATION

- Master of Business Administration, International Business** 1995
Claremont Graduate University, Peter F. Drucker School of Management and Business
- Bachelor of Arts – Theater Arts Design** 1993
California State University
Internship at the Ahmanson Theater under Robert Fryer

BOARD OF DIRECTORS AND CORPORATE GOVERNANCE EXPERIENCE

- Diversity, Equity, & Inclusion Committee, Academy of Magical Arts** 2022-2023
Interim Committee Chairman
Created and managed communication strategy to celebrate the diverse history, legacy, and achievements of the Academy of Magical Arts.
- El Sereno Private Estates Homeowners Association, North Tustin** 2021-2023
Chairman of the Board
A private community home owners association established in 1964. One of the oldest HOA communities in Orange County.
- Ethics Committee, Johns Hopkins Medicine** 2014-2015
Committee Member
The Ethics Committee provides consultation to care providers and patients concerning ethical questions, educates health care workers on how to resolve ethical dilemmas, and addresses organizational ethical issues, among other functions.
- Ethics Board for Live Organ Transplant, Kaiser Permanente** 1996-1999
Committee Member
The Ethics Committee guides policies and practices related to organ donation, procurement, distribution, allocation, and transplantation so they are consistent with ethical principles. Recommendations and consultations provided to physicians and patients, and patient families.
- Bay Area Theatersports, San Francisco** 1992
Chairman of the Board
A professional theater company and an artistic community that cultivates and innovates the craft of improvised theater through engaging playful, creative performance and training.

LEADERSHIP AWARDS

- Empowering Better Health Award, Quest Diagnostics** 2021
White House Corona Virus Task Force activities
- Enterprise Environmental Sustainability - Enterprise Gold Award, Quest Diagnostics** 2019

Deploying digital functionality reducing carbon output

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(Leadership Awards, continued)

Enterprise Environmental Sustainability Gold Award, Quest Diagnostics

2018

Deploying digital functionality for the patient

Empowering Better Health Award, Quest Diagnostics

2017

Negotiating and implementing the Walmart and Albertsons joint venture deals

International Theater Craft Award, International Theater Crafts

1992

Opening eight new replacement theaters in one year following the destruction of the American Conservatory Theater following the Loma Prieta earthquake.