

Christopher Grant

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VICE PRESIDENT | OPERATIONS | PASSION FOR PATIENTS | INNOVATION

Accomplished and effective healthcare executive with a passion for creating patient-focused solutions in the U.S. and abroad. Demonstrated success in providing innovative service delivery utilizing technology and business analysis to drive progress within the healthcare industry. Develop consumer digital tools and platforms to create customized high-touch concierge services and integrate partners into core operations. Adept at leading diverse organizations and teams with a focus on creating a culture of service and compassion. Liaise with key stakeholders and leading retail organizations to forge partnerships and joint ventures.

AREAS OF EXPERTISE

Healthcare Service Delivery | Go To Market Strategies | Patient Experience | Retail | Consumer Digital Tools
Talent Development | Continuous Improvement | Client Engagement
Data & Predictive Analytics | Scaling Operations | Cross-Functional Partnering

EXPERIENCE

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. Managed all components of 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.
- Guided operational reorganization for scale reducing costs.
- Increased retention and customer engagement by migrating a call center to a virtual platform.
- Created and managed the “NBA Covid-19 Bubble” for testing.

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 and mobile in-home services. Drove service improvements, increased capacity, lower costs and increased patient satisfaction through digital transformation.

- Consolidated the clinical network by 25% reducing cost per encounter while keeping pace with growth and revenue.
- Reduced P&L expenses YoY: \$10M reduction in 2015, \$18M reduction in 2017, and \$32M reduction in 2018.
- Created and led innovation environments (human centered design) focused on leap frogging industry norms.
- Implemented standardized lean process (Shin Kaizen) delivering a system of model patient service centers.
- Digitized the patient journey from appointment to results triggering patient records and appointment type; real time wait time; integrated video messaging improving NPS scores to 87%.
- Negotiated, developed, and operationalized retail partnership with Albertsons/Safeway building out a clinical network of 200 sites in 18 months; created annual savings of \$6.4M.
- Negotiated, developed, and operationalized retail joint venture and separate partnership with Walmart building out a clinical network of 76 sites ('17-'18).
- Created self-funded incentive bonus plans based on desired behaviors and actions.

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 a referral lifecycle from intake through discharge and continuum of care in country for international and domestic patients. Rationalized business processes and process maps and led the implementation of complete end-to-end business process mapping. Managed 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.

- Developed portfolio realignment strategies toward Latin America and China; reinforced Middle East portfolio (UAE, Saudi Arabia, Qatar, UAE, and Kuwait) through higher 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. Built portals for patients, embassies and providers improving engagement and personalization.
- Managed a multi-cultural team of 230 care coordinators, nurses, intake call center, medical concierge, interpreters, and patient experience teams increasing the conversion rate from low 20% to over 68% for some clients and NPS scores by 30% (extremely satisfied and very satisfied).

EXECUTIVE DIRECTOR, Strategy and Operations

June 2007 – January 2014

Kaiser Permanente, CA

Developed, managed, and led a multi-year business case of \$268M 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**EXECUTIVE DIRECTOR, Product Administration****MANAGING DIRECTOR, Office of the CEO****CHIEF OF STAFF, Office of the CFO****EDUCATION****Master of Business Administration**

Claremont Graduate University, Peter F. Drucker School of Management and Business

Bachelor of Arts

California State University