

# Louis P. Fasolino

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## Objective

To obtain a position within the healthcare field that allows my leadership qualities to excel in the overall business goals of the position, generate meaningful connections, provide guidance to staff, and implement procedures that keep the core values of the facilities at the highest standard while maintaining a direct level of integrity through excellent work ethics.

## AREAS OF EXPERTISE

- Leadership
- Healthcare Administration
- Quality of Patient Care
- Budget Administration
- Occupational Therapy
- Program Implementation
- Organizational Compliance
- Innovative Problem Solver
- P&L Responsibility
- Program Development and Implementation
- Strategic Business Planning
- Multi-Site Management
- Budget Planning and Administration
- Tactical Collaboration
- Contract Negotiations
- Physical Utilization & Optimization
- Multi-Departmental Management
- Regulatory Compliance
- Departmental Integrated Social Media Marketing Planning
- Management Development
- Policy Design Oversight

## PROFESSIONAL EXPERIENCE

### Outpatient Therapy Program Manager | January 2013 – Current

Sunnyview Rehabilitation Hospital – Schenectady, NY

- Manage the physical, occupational, and speech therapists throughout the main hospital outpatient department, outpatient satellites, wellness center, and school-based teams.
- Perform staff evaluations, develop performance plans, and ensure protocol measures are kept to the highest level of standards.
- Accountable for budgets, human resource activities for 108 employees, overseeing quality improvement controls, and business operations.
- Monitor and evaluate the delivery of services to patients.
- Responsible for preparing monthly reports regarding services to patients.
- Provide leadership to therapy teams implementing Outpatient (Medilinks) EMR updates, EMR (EPIC) platform, and developed standard work instructions to ensure regulatory compliance.
- Successfully led a team that opened three new outpatient satellite clinics within the planned timeline while maintaining the budget accordingly.
- Implemented outpatient regulatory changes including, documentation of G codes, new modifier 59, and alignment of medical necessity with CPT codes, as well as developed integrated concurrent coding model.
- Provided leadership to the outpatient team regarding Joint Commission and CARF survey readiness.
- Developed and integrated Outpatient satellite key metric tracking report tool.
- Led and communicated effectively with teams in denial management and service recovery.

### Occupational Therapy Supervisor | October 2008 – January 2013

St. Peter's Hospital – Albany, NY

- Monitored and evaluated the delivery of occupational therapy services to responsible areas.
- Performed all staff annual evaluations, reviews, developed annual department quality and performance plans, and produced monthly reports.
- 60% of job position was to provide direct patient care to the hospital acute beds and inpatient rehabilitation floors.
- Collaborated with rehabilitation departments and nursing to work as a team on joint projects.

- Assisted the rehabilitation director with annual rehabilitation division initiatives by creating EMR therapy plans of care, integrating the processes with a Carelogistics (Evaluation/Treatment Scheduling and care management) system.
- Improved OT Outpatients marketing which demonstrated significantly greater growth consecutively for three years.
- Lead the Orthopedic and Acute OT teams in the development of diagnosing specific standards of care supported by clinical evidence.

### **Director of Implementations | 2008 – October 2008**

National Healing Corporation – Boca Raton, FL

- Concurrently executed three wound care operation centers simultaneously installing implementations by teams focusing on establishing wound center construction, financial, operation, marketing, and human resource structures.
- Worked closely with National Healing Corporation's hospital partners to fulfill contract implementation and operation obligations.
- Responsible for recruitment of physicians, program directors, nurses, and other staff.
- Guided and instructed hospital partners through the use of structured integration plans to successfully incorporate hospital financial, operation, and clinical processes within the center.
- Developed successful wound center program transitions from the implementation phase to operation phase as evidenced by high performing results on intercompany and host hospital survey responses.
- Directed hospital teams representing various host hospital department operations through a process mapping system that melded the wound center healing operation within the host hospital.

### **Regional Director of Northeast Operations | 2007 – 2008**

National Healing Corporation – Boca Raton, FL

- Oversaw 14 outpatient hospital-based wound healing centers comprising of \$28+ million dollars in budgeted revenue.
- Accountable for all business practices, supervision of program directors, and panel physicians.
- Monitored and evaluated the financial and quality performance of each regional wound center.
- Led a team in developing a new operation management model to align daily operations and outcome achievements.
- Worked closely with National Healing Corporation's hospital partners to fulfill contract obligations.
- Responsible for recruitment of physicians, program directors, nurse managers, and other staff.

### **Program Director | 2005 – 2007**

National Healing Corporation – Boca Raton, NY

- Responsible for all business and clinical operations of outpatient hospital-based wound healing centers with a \$2+ million dollars in budgeted revenue.
- Accountable for all business practices, supervision of nursing staff and panel physicians.
- Responsible for initial and continuing education of wound center clinical pathway to wound center and hospital physicians.
- Responsible for budget generation and annual performance.
- Achieved program revenue and quality metric expectations.
- Responsible for regulatory compliance for all governing bodies.
- Developed strong business relationships between host hospital and National Healing as evidenced by positive comments by host hospital's responses on annual partner surveys.
- Development of wound center coordinated marketing campaign with collaboration of the hospital marketing department through the usage of TV ads, radio commercials, and print advertising.

### **Regional Director of Northeast Operations | 2004 – 2005**

National Healing Corporation – Boca Raton, FL

- Responsible for 8-10 outpatient hospital-based wound healing centers consisting of \$24+ million dollars in budgeted revenue.
- Accountable for all business practices, supervision of program directors and panel physicians.

- Monitored and evaluated the financial and quality performance of each region's wound center.
- Participated in a team in developing a new operation management model to align daily operations and infrastructure development.
- Achieved annual revenue and quality expectations with growth by an average of 6% and achieved service quality expectations for all centers that used the new tool.
- Worked closely with National Healing Corporation's hospital partners to fulfill contract obligations.
- Integrated the wound center treatment plan model to include the host hospital's physical medicine and psychological services to give wound center patients greater access to host hospital physical medicine and psychology services.
- Cultivated positive numerous responses on the National Healings annual partnership surveys with their host hospitals stating they received several patient letters and physician feedback on how these services addressed patient's need more completely.
- Responsible for recruitment of physicians, program directors, nurse managers, and other staff.
- Participated in the corporate educational program to empower other Regional and Program Directors to use modern management theory, operation, and financial-quality tools to enhance role competence.
- Assisted in the development of a new physician referral tracking system aiding Program Directors to use targeted physician specialty education materials that better explained the benefits of a wound center's services for their specific patient needs.

#### **Director of Medical Services | 2003 – 2004**

Inter-Lakes Health, Ticonderoga, NY

- Directed the Outpatient Surgery, Rehab, Dental, Lab, Radiology, Admissions, Social Services, Physician Liaison groups within the health center.
- Responsible for department budget generation and accountability.
- Formulated plans for future program generation and growth.
- Championed a restructuring of previously outsourced pharmacy services to a hospital-based program that resulted in 18% cost savings.
- Won buy-in from senior management peers; negotiated non-compete clauses; acquired new pharmacy staff and rectified legal issues from previous vendor and hospital.
- Led team of hospital/community physicians, information specialists, product vendors, and radiology technicians to achieve implementation of teleradiology.
- Mentored three Department Managers in enhancing their program's marketing plan while defining clear deliverables focused on achieving financial/quality goals.
- Monitored and evaluated physician utilization and worked to improve hospital/physician relations.
- Developed all outpatient departments' marketing plans and campaigns involving coordinated TV/Radio commercials, targeted community mailings, designed written brochures, and focused hospital services education visits with physicians.
- Responsible for coordinating department level QA reports and hospital/nursing home survey process.
- Developed Senior Level strategic plan and presented to the hospital board.
- Assumed additional duties as Assistant Administrator of Moses Ludington Nursing Home.
- Enhanced reimbursement through a rehabilitation program that doubled captured Medicare days over the previous fiscal year.
- Developed new hospital-based pediatric dental program as the Project Lead oversaw office space acquisition and renovation, acquisition and implementation of IT hardware and electronic medical records software, equipment outfit, negotiated physician and office manager contracts, developed program pro forma, and initial marketing plan.

#### **Director of Rehabilitation Services at Amsterdam Memorial Hospital| 1996 – 2003**

Sunnyview Hospital & Rehabilitation Center, Schenectady, NY

- Prior to this position held positions as onsite manager of Physical, Occupational, and Speech therapy depts. for 3 skilled nursing/rehabilitation facilities.
- Supervised rehabilitation staff at satellite settings in skilled nursing facilities and hospitals.

- Analyzed organization partner relationships and operational deficiencies while designing and implementing improvement programs.
- Won approval from the Board of Directors to redefine therapy program delivery.
- Redirected hospital therapy operations from contracted services, leading a combined internal therapy team of 11 physical therapists, 5 occupational therapists, 3 speech therapists, and 2 Athletic Trainers.
- Provided Sports Medicine, Inpatient, Outpatient, Subacute, and Occupational Medicine Rehabilitation services.
- Rehabilitation Director for OT, PT, SLP Team in three other nursing homes that Sunnyville Rehabilitation Hospital provided rehabilitation services for.
- Increased net profit by at least 8% in all departments.
- Led a team of 12 representing three organizations in a six-week implementation of a Medicare quality/payment system for hospital-based inpatient rehab.
- Capitalized on team strengths to deliver the project on time and an error rate of less than 1%.
- Integral participant in five State Health Department/Joint Commissions surveys.
- Assisted senior management in strategic planning focused on partnering with area nursing homes to provide physical rehabilitation services.
- Assisted in the acquisition of new satellite contracts, including the presentation of board proposals.
- Responsible for financial detail concerning skilled nursing facility/hospital reimbursement function.
- Responsible for the evaluation and treatment of the geriatric population with Neurological, Cardiopulmonary, and Orthopedic diagnoses.

#### **Staff Occupational Therapist | 1997 – 1999**

Albany County Visiting Nurses Association, Albany, NY

- Responsible for the delivery of home occupational therapy services in rural areas.
- Evaluated and treated the general population with diagnosis' of CVA, SCI, CHF, and COPD.
- Assisted the Rehabilitation Supervisor in employee evaluations.

#### **Adjunct Professor and Guest Lecturer | 1998**

Russell Sage College, Troy, NY

- As the Kinesiology Laboratory Professor was responsible for the instruction of occupational and physical therapy students in the study of movement science.
- Lectured on “Geriatric Rehabilitation” and “MDS Reimbursement” to occupational therapy students.

#### **Occupational Therapist | 1994 – 1996**

Helen Hayes Rehabilitation Hospital, Rockland County, NY

- Responsible for the evaluation and treatment of adult and pediatric acute rehabilitation populations.
- Served on Coma, Stroke, PM&R, Work Hardening, Orthopedic, and Outpatient rotations.
- Presented to hospital staff on the topics of “Joint Mobilization of the Neurologic Patient” and “Work Hardening with Patients Afflicted with Shoulder Injuries.”
- Collaborated on Work Hardening Program initiative.

## **EDUCATION**

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#### **Master of Business Administration | August 2001**

State University of New York – Albany, NY

#### **Bachelor of Science | May 1994**

Utica College of Syracuse University – Utica, NY

#### **Associates Degree of Arts and Science | May 1991**

Hudson Valley Community College – Troy, NY

**Licensed, Occupational Therapist | February 2024**  
New York State