

Sshune M. Rhodes, MHA, FACHE

1912 Hialeah Court, Charleston, SC 29414

■ sshunes@gmail.com

■ (843) 475-1332

SUMMARY OF QUALIFICATIONS:

Exceptional leader possessing strong professional networking and communication skills. Prolific skill and talent in selling design, quality, service and value over price. Proven revenue generator in all market conditions driving success. Adapt to new environments with minimum supervision and learn quickly. Innovator with proven ability to overcome challenging situations. Self-motivated, driven, customer service oriented and a team player. Diplomatic, works well with physicians and community outreach organizations. Established professional relationships with medical and dental professionals throughout the Tri-County area enhancing business acumen and skills. Intelligent, articulate, and driven to succeed.

CORE COMPETENCIES:

- Business Strategy Development/Planning
- Collaborating with Physician Practices
- Community Outreach/Collaboration
- Executive Selling/Customer Relationship
- Finance and Budgeting
- Adjunct Professor
- Healthcare Education
- Diversity, Inclusion, Health Equity Dev
- Medical Products, Services Promotion
- Mentoring Peers and Colleagues
- Program/Project Management
- Strong Networking Skills
- Solutions Focused
- Strategic Planning and Proposals
- Strong Technology/Software skills

CERTIFICATIONS:

- Fellow, American College of Healthcare Executives (FACHE)
- IT Service Management – ITIL Foundation
- Lean Six Sigma

PROFESSIONAL EXPERIENCE:

UNIVERSITY OF SOUTH CAROLINA, Columbia, SC

1/21 – Present Adjunct Professor – Department of Health Services Policy & Management, Arnold School of Public Health
Master of Health Administration (MHA) program faculty.

MEDICAL UNIVERSITY OF SOUTH CAROLINA, CENTER FOR TELEHEALTH, Charleston, SC

1/16 – Present Center for Telehealth Program Coordinator/Project Manager - Cancer, Mental Health, Primary Care, Pharmacy, and Interpreter Services Integrated Clinical Centers of Excellence (ICCE) divisions

Medical University of South Carolina (MUSC) and South Carolina Telehealth Alliance (SCTA)

Directly responsible for managing, leading, developing, and implementing the growth and coordination of telehealth programs and strategic service initiatives supported by the MUSC Center for Telehealth. Work collaboratively with cross functional teams and physicians to ensure support and understanding of telehealth services. Manages simultaneous projects and responsibilities that address current needs for active programs and the future needs of telehealth services as technology evolves.

Key responsibilities include:

- The ability to understand complex, abstract concepts, and the ability to think creatively about technology and implementation tactics that align with the strategic plan for MUSC and the Center for Telehealth.
- Program planning, strategy development and project management.
- Professional communication, critical thinking, and organizational skills.
- Interprofessional collaboration with administrative (c-suite/physicians), technical, and clinical personnel to develop and implement market-appropriate mobile and direct-to-consumer products.
- Provide project plans including scope, timelines, and budget/staffing estimations.
- Actively lead, build, and manage the project team. Facilitate team meetings that address design, scalability, interoperability or other issues. Integrate creativity while ensuring product practicality.
- Innovative leader/project manager and service development for MUSC's Heart & Vascular Center's Heart Valve App
- Collect and present data and feedback for all ICCE divisions, services, and products.
- Collaborate with teams to consider and implement recommendations for product optimization.
- Collaborate with Compliance to ensure service meets compliance guidelines.
- Received ITIL Foundation Certificate in IT Service Management

Community Outreach Collaboration Affiliations, Board Representation, & Presentations:

- Healthy Tri-County & TCHIP Workgroup Sub-committee Member for Behavioral Health.
- Partner member, workgroup for South Carolina Behavioral Health Coalition mandated by the Governor.
- SC American College of Healthcare Executives (SC ACHE) Board – Advancement Committee Chair
 - Board of Governors exam preparation course facilitator and lecturer for 10 knowledge areas (i.e., Finance, Business)
- American Telehealth Association (ATA) Presentations, Chicago, IL – “Preventing Readmission of Post-Procedural Heart Valve Patients by Utilizing Remote Monitoring in the Home” and “Lactation Services: Direct-to-Consumer Strategies for Improving Access to Care and Patient Satisfaction.”
- Center for Telehealth Health Equity, Diversity & Inclusion Fellowship, & Primary Care Steering Committees

ROPER ST. FRANCIS HEALTHCARE (FORMALLY CAREALLIANCE), Charleston, SC

5/00 – 12/2015 Business Manager: Women's & Children's Services (OB/GYN, Neonatology, Pediatrics, Lactation)

Roper St. Francis Healthcare (Bon Secours St. Francis and Mt. Pleasant Hospitals)

Responsible for the growth of successful healthcare ventures, management, business development, product/health promotion, strategic planning, staffing, budgeting, marketing and sales for Roper St. Francis Healthcare Women's, Infants, and Children's Service Line Management.

Key responsibilities include:

- Developed, implemented, and monitored strategic and business initiatives, action plans, financial planning (operational & capital budgets), balanced score card performance, and quality improvement goals.
- Collaborated, presented, and marketed medical facility products and services to physician offices increasing market share 30% annually for OB/GYN, Pediatrics, Neonatology, and lactation.
- Successfully implemented, designed and managed hospital-based retail sales department store for lactation products & services increasing annual sales and revenues by 55%.
- Administrative team member, prepared presentations and presented information for Obstetrics & Gynecology staff meetings with physicians and nurses focusing on quality measures and financials.
- Managed a staff of 24 Instructors and over 300 educational and community outreach programs annually.
- Certified in Lean Six Sigma Green Belt

4/99 – 5/00

Rehabilitation Services Community Liaison, Roper Rehabilitation Hospital

- Promoted to Liaison.
- Planned meetings; prepared and made direct sales and marketing presentations to physician offices resulting in a 30% increase in hospital admissions and revenue.
- Provided and maintained customer relations, publicity, sales/marketing support; published, distributed quarterly newsletter.
- Maintained database of consumers/referral sources and census tracking for service area.
- Collaborated with physicians and staff for planning community outreach and educational programs.
- Developed marketing and strategic initiatives for the Rehabilitation Service Line business plan.
- Developed, distributed, and analyzed satisfaction surveys to physicians, payors, and/or referral sources.

1/97 – 4/99

Administrative Resident and Special Projects Coordinator and Community Outreach, Roper Hospital North

- Assisted Vice President/Administrator of 104-bed hospital. Developed business plans, annual reports, and strategic plans resulting in grant funding of over \$500,000 from The Duke Endowment.
- Promoted to Loaned Community Executive for Trident United Way. Successfully managed, raised \$22,000.
- Prepared, submitted and won the Society for Ambulatory Care Professionals Quality Award in community outreach for Roper Berkeley Center.
- Implemented CareAlliance's first art program for cancer patients and culinary school for diabetics that increased the community's educational awareness and hospital's public image.

EDUCATION:

Medical University of South Carolina, Charleston, SC
Master of Health Administration & Policy – Dean's Award Recipient

Howard University, Washington, DC
Bachelor of Science, Microbiology

ADDITIONAL EXPERIENCE:

LICENSED REALTOR (SALES & RENTALS) - Washington, DC, Maryland, & Virginia

- Accomplished Real Estate Sales Agent with proven track record. Able to generate own business through aggressive prospecting and networking. Successful in closing business and developing long term relationships with clients.

FRANKLIN C. FETTER COMMUNITY HEALTH CENTER, Charleston, SC

Administrative Resident: Home Health Agency

- Worked with Community Health Services Director of Home Health, Project Cope, and Women, Infants, and Children's Programs with managing staff of 40 employees.
- Increased staff's utilization and efficiency by developing and implementing a monthly master schedule containing home health provider, patient, and payer source information.
- Decreased Agency's expenses by 25% in one year by establishing a mileage tracking protocol for home health visits for patients.

COLLETON DENTAL ASSOCIATES, LLC, Walterboro, SC

Dental Office Manager and Owner

- Managed and established start-up of successful dental office, responsible for general supervision of office operations, supervised hourly work force and established vendor relationships.

GOVERNMENT OF THE DISTRICT OF COLUMBIA - Washington, DC

Medical Technologist: Microbiology Division – Bureau of Laboratories

- Prepared & identified bacteria from clinical specimens (laryngological, gynecological, urological, and food cultures) for microbiological analysis, increased laboratory's efficiency by 20%.
- Documented, reported, and collaborated with city clinics specimen results.
- Promoted to trainer and team leader for incoming personnel and student interns.

PROFESSIONAL AND COMMUNITY AFFILIATIONS:

Board Member, Fellow (FACHE), American College of Healthcare Executives (ACHE) and SC ACHE Advancement Committee Chair
Board Member, Twenty Pearls Foundation of Charleston, Inc.
Board Member, SHIFA Free Clinic
Executive Board Member, Assistant Secretary, Alpha Kappa Alpha Sorority, Inc. Gamma Xi Omega Chapter
Executive Board Member, Treasurer, Auxiliary to the Charleston County Medical, Dental, & Pharmaceutical Association
Guest Lecturer & Alumni Assoc. Medical University of South Carolina Dept. of Health Administration
Mt. Zion A.M.E. Church – Officer, Steward Board Member, Legacy Foundation Chairman
The MOLES, Inc. – Charleston Chapter Audit Chairman
Junior League of Charleston – Sustainer & Jack and Jill of America, Inc. Charleston Chapter – Past Teen Advisor, Asst. Recording Secretary