

# Δρεω Ρισινγερ, ΜΗΑ

570 Κάση Δερριχκ

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## Curriculum Vitae

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### **EDUCATION AND TRAINING**

#### **Master of Science (MS) – Health Care Administration**

1991-1993, Trinity University, San Antonio, TX

#### **Bachelor of Business Administration (BBA)**

1985-1987, Southwestern University, Georgetown, TX

### **CERTIFICATION:**

Microsoft Office Specialist Excel, 2016

### **LEARNING MANAGEMENT SYSTEMS:**

Blackboard

Blackboard Ultra

Canvas

Online Instruction

### **AFFILIATION/ASSOCIATIONS:**

American College of Healthcare Executives

Radiology Business Management Association

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### **TEACHING**

**BAYLOR UNIVERSITY** – Hankamer School of Business, Department of Management Information Systems, Waco, TX, Adjunct Lecturer 2013 – Present

#### **Baylor – Classes Taught**

##### **BUS 1305 – Introduction to Information Technology and Processing –**

Fall 2013, Spring 2014, Fall 2014, Spring 2015, Spring 2016, Fall 2016,  
Spring 2017, Fall 2017, Spring 2018, Fall 2018, Spring 2019, Fall 2019

Delivered both the syllabus and training modules for this course, which employs advanced features of Canvas Learning Management Systems, and the

SAM Cengage virtual platform. This class demonstrates in-depth knowledge and real-world utilization of Excel, and Access. In addition to teaching, I also perform system set-up for individual classrooms and students. I also supplement existing educational materials with customized PowerPoint presentations developed through hands-on insight as a senior level business user of systems in the workplace.

**LF 1159 – Health, Human Performance, and Recreation Department,  
Introduction to Sailing and Canoeing – Fall 2016**

Delivered and taught this for-credit introduction to sailing course.

**Baylor - Adult Continuing Education Teaching**

**CE 101 – Continuing Education Department, Sailing For Beginners –  
Summer 2017, Summer 2018, Summer 2019**

Delivered this non-academic 5-day course to introduce adults to the skills of sailing.

**Recognition at Baylor University**

A survey of new students to Baylor University singled out 5% of faculty and staff for acknowledgment as "a person who has been most influential to their success at Baylor." I was one of those faculty members.

**THE UNIVERSITY OF PHOENIX, Phoenix, AZ, Online Adjunct Facilitator**

2008-Present

Facilitated 78 classes in 11 years, having taught 1,395 students

**The University of Phoenix – Courses Taught**

**HCS/120 MEDICAL TERMINOLOGY FOR HEALTH CARE PROFESSIONALS–  
2015-Present, offered in a 5-week format every five weeks**

As the facilitator, delivered a curriculum designed to improve communication, crisis management, and professional interaction skills. This course offers students engagement and interaction with the dynamic language of health care. Through comprehensive discussions and activities, students have the opportunity to be immersed in the words used in health care.

**HCS/131 BUSINESS COMMUNICATION SKILLS FOR HEALTH CARE  
PROFESSIONALS– 2015-Present, offered in a 5-week format every five  
weeks**

As the facilitator, delivered a curriculum designed to improve communication, crisis management, and professional interaction skills. This course offers adult

and career-level students the foundational knowledge and skills to communicate in a variety of workplace settings. Students focus on business writing correspondence, communication technologies, and effective communication strategies for the health care industry.

**HCA/230 COMMUNICATION SKILLS FOR HEALTH CARE PROFESSIONALS – 2008-Present, offered in both 9-week and 5-week formats**

As the facilitator, delivered a curriculum designed to improve communication, crisis management, and professional interaction skills. This course offers adult and career-level students the foundational knowledge and skills to communicate effectively in a variety of health care workplace settings. The students discuss social and cultural influences on communication efforts, examine channels of communication, including internal, external, and technology-related communication, and the impact of consumer and interdisciplinary communication.

**HCS/320 HEALTH CARE COMMUNICATION STRATEGIES – 2014-Present, offered in a 5-week format every five weeks**

As the facilitator, delivered a curriculum designed to improve communication, crisis management, and professional interaction skills. Working with adult and career level students, the learning outcomes include knowledge of communications, and technology systems within the healthcare industry.

**HCA/210 INTRODUCTION TO HEALTH CARE: RIDING THE FOURTH WAVE – 2014-Present, offered in a 5-week format every five weeks**

As the facilitator, delivered a curriculum designed to improve communication, crisis management, and professional interaction skills. This course provides a broad overview of the United States healthcare system. The historical evolution of the business of healthcare is examined. The adult and career-level students explore management concepts and workforce opportunities within the health care industry.

**Recognition at University of Phoenix**

Selected by Management to serve as Peer Performance Reviewer to evaluate the teaching capabilities of staff and provide recommendations and feedback for improvements.

## **COMMUNITY SERVICE**

- American Foundation for Suicide Prevention, 2019
  - Youth Athletic Coach, CSYAA and various clubs, 2003-Present
    - Hot Hoops Boys Basketball Head Coach, 2011-2015
    - CSYAA Girls Basketball Head Coach, 2004-2010
    - CYSSA Boys Basketball Head Coach, 2004-2010
  - Adult Sunday School Teacher, 2015-2019
  - Confirmation Partner, 2009 & 2012
  - Youth Sunday School Teacher, 2006-2010
  - Elder, First Presbyterian Church of Waco, 2006-Present
  - Caritas Volunteer, via First Presbyterian Church, 2009
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## **CONFERENCES ATTENDED**

**Radiology Business Management Association**, fall educational conference, San Antonio, TX, 2008

**Society for Computer Applications in Radiology SC**, annual meeting and exhibition, Austin, TX, 2006

**American Hospital Radiology Association, 33<sup>rd</sup> annual meeting and exposition**, San Antonio, TX, 2005

**Radiology Business Management Association**, radiology summit national association conference, San Antonio, TX, 2003

**Economics of Diagnostic Imaging**, 14<sup>th</sup> annual national symposium, Washington, DC, 1999

**Friendly Hills Health Care Network**, conference The Trend to Vertical Integration in Health Care Systems, Irvine, CA, 1996

**Disney Institute**, Seminar in total quality management, Orlando, FL, 1994

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## **PROFESSIONAL DEVELOPMENT**

### **Integrating Multimedia, online, 2017**

In this 3-day online workshop, faculty learned about the benefits of integrating multimedia into the curriculum while maintaining academic rigor and abiding by copyright. Faculty also explore existing University and external multimedia resources into their classes and evaluate them for classroom effectiveness and ADA compliance.

**Creating Your Scholarship Strategy, online, 2017**

This 3-day, online, asynchronous workshop led faculty through developing a scholarship strategy. This workshop covered such topics as UOPX's Scholarship Mission and its value for faculty, students, and the University, using Boyer's Model to jumpstart your scholarship, definitions and examples of faculty scholarship, the B-SMART goal-setting framework to accomplish a scholarship goal, support resources, useful infographics, and more.

**GFM: Students and Faculty It's About Creating a Choice**, University of Phoenix, 2014

**College of Health Professions CAM: Health Services Administration**, University of Phoenix, 2014

**Associates Degree Faculty Facilitating in New Classroom**, University of Phoenix, 2013

**GFM: Students and Faculty It's About Creating a Choice**, University of Phoenix, 2013

**CPR Recertification**, University of Phoenix, 2012

**GFM: Students and Faculty It's About Creating a Choice**, University of Phoenix, 2012

**CPR Reviewer Training**, University of Phoenix, 2012

**College of Health Professions CAM: Health Services Administration**, University of Phoenix, 2012

**GFM: Students and Faculty It's About Creating a Choice**, University of Phoenix, 2011

**EDU Content Area Meeting: Adult Education**, University of Phoenix, 2011

**Axia Content Area Meeting – General Section**, University of Phoenix, 2011

**Axia Content Area Meeting – General Section**, University of Phoenix, 2010

**Axia Content Area Meeting – Health Care/Human Services**, University of Phoenix, 2010

**GFM: Students and Faculty It's About Creating a Choice**, University of Phoenix, 2010

**Axia CAM: HCA/HHS/HSM, University of Phoenix, 2009**

**Axia Content Area Meeting – General Section, University of Phoenix, 2009**

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## **OTHER PROFESSIONAL EXPERIENCE**

### **Radiology Consultants of Texas**

Practice Manager, Waco, TX,

1999-Present

Provide day-to-day management for this \$6+M organization providing contracted radiology services to area healthcare facilities. Oversee organizational development, staff training, compliance, finance management, credentialing, and insurance reimbursement processes with a focus on optimizing revenue and profitability while reducing costs.

- Negotiate contract and implement operational requirements for activation of service at a freestanding outpatient emergency room.
- Reenergize business focus and adapt business infrastructure in a rapidly evolving industry landscape to maintain sustainable operations and profitability levels.
- Partner with practice principals and physicians to evaluate reinvestment opportunities to grow the business footprint and expand services to new providers; establish relationships with clinics and hospitals to provide radiology services in 5 cities and 7 locations, resulting in yearly revenue increase.
- Aggressively negotiate contract agreements and develop terms and conditions favorable to practice growth.
- Hire, train, and lead a team of high-performance professionals in supporting billing, office administration, transcription, and insurance reimbursement processes within a culture focused on teamwork/accountability and drive all performance management, annual revenue, and compensation programs.
- Spearhead review/evaluation of practice insurance coverage, 401K, & employee benefits - efforts to consolidate insurance programs resulted in \$200K+ savings.
- Overhaul billing and insurance submittal processes; conduct ongoing audits and engage a 3<sup>rd</sup> party provider to ensure optimized recovery of claims and invoices.
- Executed extensive due diligence, business review, and market research to identify and influence the potential sale of practice-owned radiology building.
- Regularly generate business cases and financial models, cash flow analysis, and sales forecasts to optimize positioning and understand revenue potential.
- Introduce new technology to create an organized and productive environment. Initiatives including
  - a computerized digital system that allows for the transmission of imaging studies
  - a Radiology Information System to transition business tracking from a paper-based system
  - streamlines business tracking, follow-up and scheduling practices,

- Manage physician credentialing and privileges; lead aggressive recruiting and hiring practices to assemble a highly respected group of radiologists; personally managed the hiring and on-boarding of 8 physicians during tenure.
- Oversee compliance and quality; maintain awareness of changing regulatory requirements to ensure compliance for all HIPAA, JCAHO, and Medicare/Medicaid conditions, and all Texas State Department of Health requirements.

**UOPX**

Associate Program Classroom Performance Reviewer, Waco, TX, 2010-2013

**Central Texas Advanced Medical Imaging**

Center Manager, Waco, TX, MRI 2001-2014

Managed all practice administration requirements for Radiology Consultants of Texas and physician-owned Central Texas Advanced MRI Center. Instrumental in negotiating and acquiring the \$1.2M purchase of the center from HealthSouth Corporation.

- Maintained day-to-day responsibilities for marketing, payer contracting, HR, staff management, and ACR accreditation processes.
- Secured contracts with Scott and White Health Plan and MedChex to drive business growth; oversaw the market expansion, consumer outreach, and branding initiatives to grow center from \$1K to \$2K+ scans annually.
- Developed and launched stringent compliance, quality, and training programs and led efforts to obtain ACR accreditation; successfully secured ACR accreditation 3X.

**Heart of Texas Services, Inc., d/b/a Bugs.com Pest and Termite Services**

Owner/Operations Manager, Waco, TX, 2000-2003

**Risinger Water Works, Inc, d/b/a Moses Water Co.,**

Owner/Operations Manager, Lorena, TX, 1995-2001

**Brazos Valley Health Network,**

Professional Relations Coordinator, Waco, TX, 1995-1999

**Hillcrest Baptist Medical Center,**

Director of Regional Services, Waco, TX, 1993-1995

**Coldwell Banker Hallmark Realty**

Licensed Real Estate Agent, Waco, TX 1987-1991