

# Marcello M. Mickel, MHA

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## Education

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**Regis University | Denver, CO**

**Master of Science (M.S.) in Health Services Administration | 12/2022**

**Boston University | Boston, MA**

**Bachelor of Arts (B.A.) in Biology / Pre-Medicine | 01/2020**

## Skills

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Clinical & Business Operations, Provider Productivity, Financial Analysis & Budgeting, Data Analytics & Reporting, Policy Development & Compliance, Project Management, Grant Writing, Quality Assurance, Team Leadership & Communication, Recruitment & Onboarding, Grievances & Appeals, Scheduling, Medical Coding & Billing, Development, Labor Law & Medical Law & Ethics, Epic SuperUser, Athenahealth, Meditech, ERexpress, LMS, HRIS, Kronos, Lippincott, Spanish

## Experience

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**Atrius Health | Cambridge, MA**

**Director, Primary Care & Site Administrator II | 08/2023 - Present**

- Orchestrate daily operations, manage financials, execute budgeting, and optimize productivity for a team of 25+ providers, serving a patient base of 25,000+. Champion training and onboarding of 4 providers and 5+ support staff.
- Oversee financials, track patient encounters, and boost patient access. Manage equipment replacement and scrutinize key performance indicators (KPIs) to steer strategic decisions. Supervise clinical operations personnel, ensuring peak staffing levels, training, productivity, and compliance.
- Direct primary care efforts to reach patient health quality metric thresholds. Praised for consistently delivering as the top tier site, by month, for metric saturation across Atrius Health.
- Ensure compliance with Department of Public Health (DPH) and Optum Healthcare regulations, prioritizing safety. Foster community relations and offer valuable insights into local healthcare market trends.
- Address patient complaints and safety incidents in real-time, elevating overall satisfaction while, mitigating safety concerns. Praised for increasing patient satisfaction by 10-15%.
- Lead and facilitate Supervisor, Leadership, Clinician, Triad, and Site meetings, conducting daily site rounds. Earned praise for fostering a collaborative, friendly, and team-oriented atmosphere.
- Direct site-wide communications, including weather closures and emergency protocols. Optimize space allocation for efficient service delivery and collaborate effectively with the Real Estate team to tackle challenges.
- Curator of OneMA Leto Health Program pilot, an all-inclusive, personalized care program for LGBTQIA+ patients.

**Whittier Street Health Center | Boston, MA**

**Manager of Operations | 11/2022 - 07/2023**

- Directed innovative strategies & initiatives through clinic-wide operations & 40+ social service programs to reduce patient health inequities & promote preventive healthcare practices within the underserved communities of Boston.
- Directed patient & staff workflow & operations for 50,000+ patients & 60+ providers across 9 care departments (Adult & Family Medicine, Behavioral Health, Eye Care, Dental, OBGYN, Pediatrics, Wellness, Pharmacy, Lab, & Imaging)
- Ensured QA through metrics, regulations, and requirements set by The Joint Commission, HRSA, NCQA, & CMS.
- Praised for impactful operational decisions resulting in a 25% increase in call answering, 11% increase in provider productivity, & 6-day decrease in referral follow-up, resulting in increased patient satisfaction & access to care.

**CareWell Urgent Care | Cambridge, MA**

**Regional Practice Manager | 07/2022 - 09/2022**

- Directed two urgent care centers, serving 200,000+ residents, through 24+ staff and 7+ providers.
- Pioneered systemic resource allocation, streamlined processes, QC, & compliance initiatives to increase patient satisfaction & retention, cost savings, revenue growth, & reduced center closures.
- Implemented comprehensive training programs, resulting in improved efficiency, teamwork, & patient care quality.

**Mass General Brigham Community Physicians | Medford, MA**

**Clinical Practice Manager / Lead Medical Assistant | 01/2020 - 06/2022**

- Designed office compliance, safety policies & procedures, & COVID-19 protocols to enhance safety & mitigate risks.

- Directed the development & implementation of comprehensive training programs for 10+ staff & 4+ new staff, resulting in a highly skilled & motivated team that consistently delivered exceptional patient care experiences.
- Originated quality care improvement for 2000+ patients leading to \$18,000 in increased affiliate funding.
- Developed social media, website & emails to expand the reach & promote services to the community.
- Performed financial analysis & budgeting to increase net revenue & reduce waste & excessive costs.

**Boston University Department of Safety & Security | Boston, MA**

**Employee Supervisor & EMT | 10/2018 - 01/2020**

- Revamped department policies, marketing strategies, & customer service to drive system improvements.
- Managed a team of 45+ student employees, overseeing their recruitment, onboarding, and training processes.
- Collaborated with local police department to promptly respond to medical incidents first-line.

**Certificates**

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Certificate in Healthcare Quality & Safety (IHI), Certified Medical Assistant (CCMA), Emergency Medical Technician (EMT-B), Healthcare CPR / BLS / First-Aid, Lean Six Sigma White Belt, Certified Medical Scribe (Outpatient)