

DR. GINGER RAYA

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PERFORMANCE SUMMARY

An Executive Leader with experience in organizations ranging from \$14M to \$51.5B global businesses proven performance managing revenue goals of up to \$67M, operational expense budgets of up to \$68M, and capital expense budgets of up to \$5M. A capable mentor with a passion for attracting, recruiting, and advising teams of up to 250, and fostering a culture of continuous improvement and operational excellence.

CORE COMPETENCIES

- Acquisition Due Diligence
- Board Governance
- Business Development
- Fundraising
- Multisite Operational Improvement
- Restructuring
- Change Management
- Turnaround
- Team Coaching / Mentoring
- EBITDA Growth
- Team Leadership
- Divestitures

EMPLOYMENT / PROFESSIONAL HISTORY & ACHIEVEMENTS

NOTE: HOVER CURSOR OVER [UNDERLINED TEXT](#) FOR ADDITIONAL INFORMATION AND CLICK OR CONTROL-CLICK TO FOLLOW LINKS TO WEBSITES & PRESS RELEASES

UTHEALTH, HOUSTON, TX

2022 – PRESENT

A \$2.2B university health science center with six campuses throughout the state of Texas, serving over 1,500 students with 44 graduate degree programs and graduated over 9,245 alumni and counting.

Center Leader, George McMillan Fleming Center for Healthcare Management & Associate Professor (El Paso, TX, Houston, TX & Remote)

Reporting to Chair of the Department for Management, Policy and Community Health (MPACH) and the El Paso Campus Regional Dean to grow the executive style healthcare management cohort pursuing a Master of Public Health as well as designated to lead strategic activities in the George McMillan Fleming Center for Healthcare Management.

- **Business Development:** Launching clinician leadership programs, producing a healthcare focused podcast and building a foundation for a healthcare accelerator within 18 months. Leveraging key relationships with professional associations in various communities statewide to recruit guest lecturers, podcast guest, and mentors. **These partnership and strategic placement of programs will not only cultivate a robust network of industry professionals and mentors, but also drive innovation and empower clinicians and other healthcare leaders across diverse communities statewide to UTHealth.**
- **Team Coaching / Mentoring:** Mentor, coach and develop graduate students who have a variety of backgrounds: medical students, residents, dentist, physicians, healthcare management students and other executives to take on existing challenges within healthcare operations by sharing best practices and coaching leadership experiences. **Successfully placed several students in paid and unpaid practicum experiences (similar to internships) that have also lead to their successful graduation from the program.**

HCA HEALTHCARE, NASHVILLE, TN

2015 – 2022

A \$51.5B leading healthcare services provider with 280,000 employees, 185 hospitals, and 2,000+ sites of care throughout the US and the UK.

Director, Physician Services (El Paso, TX / Las Cruces, NM)

Reporting to the Assistant Vice President with a \$68M OPEX, \$5M CAPEX, \$12M Revenue Goal and 130 employees with 10 direct. Responsible for operational excellence for 20+ clinics and 113 providers, which includes acquisition activities and onboarding new physicians to market.

- **Turnaround:** Wait times and patient satisfaction in Cardiology were dismal, and leadership had become complacent. Charged by the Division VP to restore order. Analyzed patient feedback, reviewed with physicians, and formed an actionable plan. Addressed physician arrival times, navigated change resistance, utilized an alarm system to heighten patient service quality, and monitored progress. These efforts elevated patient satisfaction from worst to best in the city (30% to 80%+). **This instilled a culture of patient satisfaction and accountability, which became a Best Practice.**
- **Multisite Operational Improvement:** Patient no-shows/cancellations frustrated leadership. Called upon by the Division VP to reverse trends. The first 30 days, researched appointment adherence and used this to develop a strategy, which included technology improvements, patient portals, redundancy eliminations, and performance improvements. This strategy decreased no-show/cancellations throughout 451 locations by 25% within 90 days and set the MTD average benchmark at 9.5%, which was exceeded by 0.4% in 2019 (for a net revenue increases of \$6M). **All divisions adopted these standards as SOP and Best Practice.**
- **Restructure & Change Management:** Commissioned by the Assistant VP to stabilize operations during the initial surge of COVID-19. In the first 7 days, performed a scheduling capacity analysis, then over the next month met with all clinical leaders, reviewed schedules, and made necessary changes. Implemented the Healo telemedicine platform, heightened safety standards, took a 20% pay cut, and reallocated it to retain staff. **As a result, no layoffs were necessary, and physicians kept a profitable and productive volume despite restrictions on elective procedures.**
- **Team Leadership / Coaching / Mentoring:** Patient satisfaction in El Paso was the lowest in the division. Tasked to improve metrics after prior initiatives had failed. Within 90 days, met with all leadership and brainstormed actionable improvement ideas. Increased patient follow-up via cards, electronic surveys, food incentives, wearable buttons, and staff competitions, then used this feedback to create further clinical enhancements. **These efforts lifted scores to 80% within 40 days, which exceeded expectations of 75%, and the market now leads in patient satisfaction.**

HCA HEALTHCARE, CONTINUED

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- **Divestitures:** Charged by leadership to divest a practice that was causing patient care complications due to misaligned strategy and practices. Over 45 days, navigated terminations, managed transition out of practice, established a non-compete area, reallocated staff, and crafted a strategy to notify patients of the change. **These methodologies retained all patients, elevated morale amongst the remaining physicians, and increased patient satisfaction and quality of care.**
- **Acquisition Due Diligence:** Tasked by the Division VP to acquire nine trauma surgeons and four APP's within 60-90 days. The next 60 days, engaged the doctors and got them signed which was a combination of explaining the acquisition process, demonstrating best-in-class operations, and providing financial support (with an SME). Once persuaded, onboarded/transferred patients with no complications. **This acquisition elevated revenues and enabled the expansion of services that were no longer dependent on 3rd party vendors.**

TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER, EL PASO, TX

2009 – 2015

A \$57M graduate and undergraduate clinical research, patient care, and training center for obstetrics and gynecology at Texas Tech University El Paso.

Clinical Administrator

Reporting to the Department Chair with a \$14M OPEX, \$1M CAPEX, \$2M Revenue Goal and 75 employees with 5 direct. Responsible for operations for the clinic's 25 providers.

- **EBITDA Growth:** The department's \$1M deficit was unrelenting, and the prior department chair had failed to restore order. Promoted and tasked by the CFO to intervene. Analyzed the payor mix, then championed a change management strategy focused on increasing cash procedures, incentivizing OB patients, scripting the call center, and working with billing/coding teams to improve charge lag. **This cultural transformation stabilized EBITDA, overcame the deficit, and facilitated bonuses to physicians by increasing cash reserves.**

EDUCATION

TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER – LUBBOCK, TX

Master of Science – Healthcare Administration (2016)

ARGOSY UNIVERSITY – PHOENIX, AZ

Doctor of Education (EdD) – Organizational Leadership (2014)

UNIVERSITY OF TEXAS – EL PASO, TX

Master of Public Administration (2003)

Bachelor of Arts – Organizational Communication / Public Relations (1999)

TEACHING EXPERIENCE

Adjunct Faculty & Subject Matter Expert, General Studies– Capella University (SEI), Online, [2017-2022]

Adjunct Faculty & Subject Matter Expert, Healthcare Administration– Park University, Online & Ft. Bliss, [2009-2021]

Adjunct Faculty & Content Writer, Healthcare Administration– American Military University, Online, [2019-2021]

Adjunct Faculty, General Studies– Dona Ana Community College-New Mexico State University, Sunland Park Campus, [2009-2014]

CIVIC ENGAGEMENTS

Board Member, Centro San Vicente (FQHC) El Paso, TX [2024 – Present]

Chair -El Paso Chamber Healthcare Coalition, El Paso, TX [2023 – Present]

Co-Founder – WOMEN'S EDUCATIONAL RESOURCE ENTITY, El Paso, TX [2021– 2023]

Chair, Executive Board of Directors – Southwest Healthcare Executives (SHEA-ACHE), El Paso, TX [2019 – Present]

Chair– EVOLVE FEDERAL CREDIT UNION, El Paso, TX [2018– Present]

Member – Clinical Trial Consortium, Medical Center of the Americas (MCA), El Paso, TX [2019 – 2023]

Founder – RNcubator, El Paso, TX [2015 – 2017]

Community Advisory Board & Board Member – PBS (KCOS TV), El Paso, TX [2014 – 2017]

TRAINING & CURRICULUM DEVELOPMENT EXPERIENCE

Academic Medical Department Leadership Certificate Curriculum Update, January 2024-Ongoing
El Paso Chamber Women in Business, Crafting Your Professional Growth Plan, October 2024
Ethics CME 1 hour: Exploring Professionalism, TTUHSC, October 2024
Practical Professionalism, Practicum Intern Training, The Office of Public Health Practice & Engagement, May 2024- August 2024
Coaching High Performing Teams, (Corporate Development Training), Client Undisclosed, May 2023-Ongoing
Career Coaching Program (Professional Development Coaching), 2018-Ongoing
LinkedIn Lab (Professional Development Coaching), 2010-Ongoing
Updating Our Training Style, (Professional Development Training), United Way of El Paso, February 2023
Knowing Your Worth, (Professional Development Training), Texas Epidemic Public Health Institute, February 2023
Introduction to Resumes, (Professional Development Training), Texas Epidemic Public Health Institute, January 2023
U.S. Healthcare Delivery System, (Curriculum Development), Park University, April 2021
Sr. Seminar in Healthcare Management, (Curriculum Development), Park University, March 2020
Leadership & Management in Healthcare Systems, (Curriculum Development), Park University, August 2018

SPEAKING ENGAGEMENTS

Podcast Host, [The HealthSpark: Igniting Healthcare Management Change with Dr. Raya](#), August 2024-Present
Talk Show Guest, [Falling Forward: Embracing failure as a stepping stone to success](#), Leading with Intention, September 2023
Podcast Guest, [Thrive in Healthcare: A Talk with Dr. Ginger Raya on Prioritizing Self-Care](#), August 2023
Presenter, Preparing graduate students for the reality of the job market, [Association of University Programs in Health Administration](#), June 2023
Speaker, Three reasons why Emotional Intelligence is essential in health care, Nursing & Healthcare 2021 Conference, February 2021
Panelist, Leadership Excellence Program, Hospital Corporation of America, October 2020
Podcast Guest, [Healthcare During COVID-19 and Healthcare Experiences in the Hispanic Community](#) (Diversity and Inclusion), American Military University, August 2020
Panelist, Facilitating Difficult Conversations with Learners (Diversity and Inclusion), Capella University, June 2020

LEADERSHIP TRAINING

Conscious Inclusion (Diversity Training), HCA, November 2020
Leadership America 2020: Competitively selected to participate in nationally recognized, preeminent women's education organization.
Leadership Excellence Program (LEP) Class of 2020- Cohort-based HCA Leadership Institute program for high-potential service line & corporate executives.
Emotional Intelligence Leadership Approach to Change Management, Southwest Healthcare Executives Association, June 2018; DISC: Influencer.

AWARDS

2024 Women of Distinction, Texas Association of Mexican American Chambers of Commerce (TAMACC), October 2024.
American College of Healthcare Executives Service Award, December 2023