

STEVEN J. FINNEGAN, MHA

SENIOR OPERATIONS EXECUTIVE/DOCTORAL CANDIDATE

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Dynamic operations professional offering **15+** years of experience leading key growth initiatives within the emergency, practice management, and executive management spaces. Known as an expert in delivering creative, reliable, cost-saving solutions and strategies that streamline processes and improve productivity in a fast-paced environment. Dedicated, flexible, and hands-on with a proven progressive career reflecting strong management experience that builds and leads motivated teams to achieve departmental goals. Highly praised for work ethic, problem-solving and communication skills, and ability to lead with vision.

CORE COMPETENCIES

- Clinical Operations Management
- Financial Performance Analysis
- Business Development
- Operations Strategy
- Partnership Development
- Financial Reporting
- Strategic Direction
- Operating Budget Management

PROFESSIONAL EXPERIENCE

Hampstead Hospital- Dartmouth Health CHIEF OPERATING OFFICER

July 2022-Present

- Overall operational oversight of 82 bed pediatric psych hospital.
- Facilitate leadership trainings and culture setting for over 185 employees.
- Identify new opportunities to grow operations and efficiencies throughout the hospital.
- Oversaw the development of the first Level 5 Psychiatric Residential Treatment Facility in the State of New Hampshire.
- Increase staffing over 30% in first year.
- Participate in Executive Management Team
- Oversaw the development of unit-based staffing model
- Increased admission time for patients from 52 hours to 6 hours.
- Developed operational plan for HER implementation
- Business and strategic planning for Partial Hospitalization Program

Beth Israel Lahey Health

DIRECTOR OF OPERATIONS, OUTPATIENT SPECIALTIES

Oct 2021 – July 2022

Beverly, MA

- Oversee **4** Outpatient Specialty offices.
- Lead COVID-19 safety response for use by up to **5000** employees, developing protocol for safety site visits and integration of safety checklist into practice operations.
- Facilitate weekly meetings with **4** Practice Managers, discussing topics including financials, staffing, and human resources (HR) issues.
- Identify new opportunities to grow operations and expand templates in EPIC system • Collaborate with providers and manager to hire support staff and increase productivity.
- Participate in Incident Command Committee at Beverly Hospital.
- Manage budgets worth **\$7.5M** annually, strategically allocating resources to optimize productivity.

Beth Israel Lahey Health

DIRECTOR OF SITE OPERATIONS, PRIMARY CARE

June 2019 –Oct 2021

Burlington, MA

- Oversee **2** primary care offices and **2** outpatient specialty offices with **23** primary care and specialty providers at largest office, generating **\$2.8M** in annual revenue.
- Lead COVID-19 safety response for use by up to **5000** employees, developing protocol for safety site visits and integration of safety checklist into practice operations.
- Facilitate weekly meetings with **3** Practice Managers, discussing topics including financials, staffing, and human resources (HR) issues.
- Identify new opportunities to grow operations and expand templates in EPIC system, resulting in **\$800K** increase in revenue within first two years.

- Collaborate with providers and manager to hire support staff and increase productivity, successfully growing outpatient visits volume by **12%** in first year.
- Participate in Incident Command Committee of **35**, preparing and delivering reports on safety measures.
- Manage budgets worth **\$4.5M** annually, strategically allocating resources to optimize productivity.

Wentworth Douglass Hospital

March 2017 – June 2019

PRACTICE MANAGER II, NEUROLOGY

Dover, NH

- Managed neurology practice across **3** locations with **9** physicians and **20** staff providing care to **12K** patient load.
- Developed and oversaw Epilepsy Monitoring Unit (EMU) with **3** beds, improving relationship with Massachusetts General Hospital.
- Analyzed Electronic Medical Record (EMR) system and updated templates to allow for direct referrals, resulting in **90%** patient satisfaction score.
- Spearheaded institutional strategic growth and purchase of additional neurology office in Portsmouth, NH to see **1000** patients annually.
- Created system to call patients 48 hours before appointment, decreasing no-show rate by **5%** within first year.

Boston Children's Hospital

October 2013 – March 2017

PRACTICE MANAGER, ADVANCED FETAL CARE CENTER

Boston, MA

- Collaborated with hospital-wide HICS team to streamline operations and report disruptions, serving as only non-director participant.
- Led daily hospital operations within department of **35** nurses, nurse practitioners, and physicians.
- Managed all aspects of **\$1.5M** department budget and financial planning.
- Hired and trained **3** front desk staff on topics including customer service and computer systems.
- Monitored and optimized system to attract and retain new referrals, increasing retention rate from 86% to **95%** within two years.
- Maintained **100%** compliance with Joint Commission and CMS accreditation standards.

PROGRAM COORDINATOR, EMERGENCY MANAGEMENT, *promoted January 2015*

- Coordinated continuity of operations plan and oversaw emergency management functions for hospital with **40+** clinical departments and **258** specialized clinical programs.
- Managed data collection and analysis in relation to hospital capacity, preparing and delivering reports to executive leadership.
- Trained **450+** staff across **50+** departments in emergency management practices.

Elliot Health System

October 2010 – October 2013

EMERGENCY MANAGEMENT OFFICER

Manchester, NH

- Managed all emergency management functions throughout acute care facility with **296** beds.
- Updated evacuation plans and delivered communicated to all key stakeholders throughout system.
- Coordinated full-scale Active Shooter Exercise as well as mandate of flu vaccine for **4000+** Elliot Health System employees.
- Participated in **12**-person Environment of Care Committee responsible for maintaining compliance and creating training.

State of New Hampshire - Department of Safety

October 2009 – November 2010

ASSISTANT CHIEF OF PLANNING

Concord, NH

- Conducted **5+** weekly site visits within local community.
- Oversaw **2** federal grant programs, coordinating with communities and guiding prospects through application process.
- Attended National Hurricane Conference with **300+** people, maintaining knowledge of hurricane preparation and response.

Holy Name Central Catholic Junior/Senior High School

August 2007 – October 2009

TEACHER & BOYS BASKETBALL COACH

Worcester, MA

- Taught **150** students per year across **7** classes on topics including history, writing, and English.
- Coached junior varsity and varsity boys' basketball teams with **13** players each, training both teams on teamwork, discipline, balance, and education.

EARLY CAREER EXPERIENCE

TEACHER/HISTORY DEPARTMENT HEAD, *St. Mary's Junior/Senior High School* August 2004 – June 2006

TECHNICAL SKILLS

EPIC | PeopleSoft | Microsoft Office (Word, Excel, PowerPoint) | PowerChart | WEBEOC

EDUCATION

DOCTORATE Executive Leadership (DEL) University of Charleston

MASTER OF HEALTHCARE ADMINISTRATION (MHA), Southern New Hampshire University

MASTER OF SCIENCE - EMERGENCY MANAGEMENT (MSEM), Anna Maria College

BACHELOR OF ARTS - *Public Policy*, Anna Maria College

CERTIFICATIONS

LEAN SIX SIGMA WHITE BELT & YELLOW BELT

2014

ACTIVE MEMBERSHIPS

- American College of Healthcare Executives