



James Smith

Assistant Program Manager

Assistant program manager with a strong background in rehabilitation services. Recognized for improving patient outcomes and reducing length of stay. Maintains high standards of care while driving operational excellence for neurological rehabilitation centers.

CONTACT



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LinkedIn | Portfolio



San Francisco, CA
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KEY SKILLS

- Community integration
- Crisis intervention
- Documentation & reporting
- Interdisciplinary
- Team leadership

PROFESSIONAL EXPERIENCE

Assistant Program Manager | Rehab Without Walls, San Francisco, CA
October 2023 - Present

- Manage a portfolio of 15 patient cases, ensuring compliance with CARF standards
- Oversee a \$1.2 M treatment budget and coordinate care for 60+ patients annually
- Increased insurance authorization approval rate from 82% to 97% by streamlining documentation
- Reduced length of stay by 12 days through optimized treatment planning in Allscripts

Lead Rehabilitation Technician | Neurosolutions Rehabilitation Center, San Jose, CA
June 2021 - September 2023

- Led a team of 10 technicians providing care for 40+ patients
- Introduced a progressive independence program, boosting goal completion by 40%
- Improved documentation accuracy, saving four staff hours per week
- Coordinated community integration activities, increasing engagement by 75% in 2022

EDUCATION

A.S. in Rehabilitation Services
University of San Francisco, San Francisco, CA | May 2018

CERTIFICATIONS

Basic Life Support, American Heart Association, September 2024
Certified Brain Injury Specialist, Brain Injury Association of America, February 2022