



Theo Padilla

Clinical Administrator

CONTACT INFORMATION



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Baraboo, WI 12345

EDUCATION

Bachelor of Science in Public Health & Community Health Education

University of Wisconsin-La Crosse,
La Crosse, WI
2016 - 2020

KEY SKILLS

- EPIC Systems
- Cerner
- Microsoft Excel
- HIPAA Compliance
- Staff Scheduling and Retention
- JCAHO Readiness
- Quality Improvement
- Budget Oversight
- EHR Implementation
- Workforce Onboarding

ABOUT ME

Clinical administration professional with 6 years of experience spanning front-office operations, EHR implementation, and workforce development. Redesigned onboarding and mentorship programs for a 34-person clinical team, raising annual staff retention from 74.2% to 86.4%. Holds a Certified Professional in Healthcare Quality credential and hands-on proficiency with EPIC Systems, Cerner, and Microsoft Excel.

PROFESSIONAL EXPERIENCE

Clinical Administrator

Kickapoo Creek Community Health Center, Baraboo, WI | 2023 - Present

- Redesigned onboarding and mentorship programs for a 34-person clinical team, raising annual staff retention from 74.2% to 86.4% within 14 months.
- Led a full Cerner EHR transition across 3 departments, completing data migration and staff training in 127 days.
- Supervised 34 staff members including nurses, medical assistants, and front-desk coordinators, conducting quarterly performance reviews.
- Drafted updated HIPAA privacy policies and trained all staff, reducing incident reports from 9 per quarter to 2 per quarter.

Operations Coordinator

Sauk Valley Medical Associates, Reedsburg, WI | 2021 - 2023

- Coordinated daily operations for a team of 22 staff, managing scheduling, supply ordering, and facility maintenance requests.
- Guided a Cerner-to-EPIC EHR migration that finished in 214 days, training 19 clinical users on new charting workflows.
- Built shift-rotation templates in Microsoft Excel that cut overtime hours from 46 to 28 per pay period.
- Organized monthly JCAHO readiness walkthroughs and compiled corrective-action documentation for leadership review.

Administrative Assistant

Dells Prairie Family Medicine, Wisconsin Dells, WI | 2020 - 2021

- Managed front-office operations for a 4-provider clinic, greeting an average of 47 patients per day and verifying insurance eligibility.
- Created weekly coverage rosters for 16 clinical and administrative employees, cutting unfilled open shifts from 6 per month to 1.
- Scanned and indexed paper charts into EPIC, completing a backlog of 274 records in 38 days.

CERTIFICATIONS

- Certified Professional in Healthcare Quality, Healthcare Quality Certification Commission, the certifying arm of NAHQ, 2022