
KELLY MALLOY, MBA, ACHE

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PROFESSIONAL SUMMARY

Accomplished leader with over 25 years in the healthcare industry. Proven ability to drive strategic initiatives through operational performance, team development and business acumen. Emphasis on integrity, personal productivity, and inspiring leadership to develop engaged teams that drive growth in line with the corporate mission and vision.

SKILLS

- Multi-specialty and multi-location clinic operations
- Contracts: PAWS, ACF, FMV
- Ethics and Compliance
- Project Management
- Strategic planning
- Operational improvement
- Data Analysis
- Team building

WORK HISTORY

Vice President of Operations/Ethics and Compliance Officer, 07/2021 to Current

Palms of Pasadena Hospital/HCA Florida Pasadena Hospital, HCA – St. Petersburg, FL (307 beds)

Paladena Hospital is a 307 bed acute care hospital. As the Vice President of Operations and Ethics and Compliance Officer, my primary roles included administrative oversight for all ancillary departments and Cath Lab.

Key Accomplishments:

- \$6M refresh project for Surgical Services and Ortho
- \$5.5M imaging replacement/refresh
- Launched new procedures in Cath Lab
- Re-established community relationships through lunch and learns with SMEs

Administrative Director of Operations/Associate Administrator/co-ECO, 05/2017 to 7/2021

Capital Regional Medical Center, HCA – Tallahassee , FL (266 beds)

Capital Regional Medical Center is a 266 bed acute care hospital. In my role as the Administrative Director of operations, I provided administrative oversight of multi-specialty service lines with PSG and private medical Directors for the following clinics: Burn, Bariatrics, Cardiac Rehab, Wound Care/Hyperbaric, Therapy Clinics. Additional administrative oversight for the following departments: Lab, Pharmacy, and Contract Support services. As the co-Ethics and Compliance officer, I conducted confidential investigations, addressed sensitive issues with compassion, held crucial conversations based on findings.

Key Accomplishments:

- Executed contract reviews for Medical Directorships and new/expanded services including ACF, PAWS, FMV
- Expanded key services by adding outpatient burn clinic 9/2019 ; laser procedures in 1/2020, unit refresh for Orthopedics and OB to better support quality services by TOC partnership and new OB providers
- Achieved Bariatric Center accreditation in collaboration with CRSA practice 2019 – program volume at historic high of 188 cases for 2019 , 24 cases at start of program
- Executed perfect score (95% or better) Corporate Ethics and Compliance audit 2017
- Rotated Administrator On Call responsibilities during regular operations and disasters
- Developed highly-efficient director and manager team through ongoing coaching and professional development opportunities, and strong hiring practices; 8 directors and 9 managers

Director of Rehabilitation Services/co- ECO, 01/2014 to 05/2016

Capital Regional Medical Center, HCA – Tallahassee, FL (266 beds)

Capital Regional Medical Center is a 266 bed acute care hospital. In my role as the Director of Rehabilitation Services and co-Ethics and Compliance officer, was responsible for daily and financial operations for multiple specialty clinics including: Bariatric Center, Cardiac Rehab clinic, Outpatient Therapy clinic, Seniors First physician practice, Wound Care clinic, and Hyperbaric clinic. As the co-ethics and compliance officer, I performed confidential investigations, addressed sensitive issues with compassion and held crucial conversations.

Key Accomplishments:

- Improved employee engagement from 62% to 82%
- Capitalized on areas only board certified Uro-gyn physician by implementing Pelvic Health Institute 11/2016
- Collaborated with Capital Regional Surgical Associates to drive growth of Bariatric Center from 46 cases to 112 cases.
- Direct day-to-day administrative and operational functions providing guidance and leadership to over 45 employees across more than 7 departments.
- Recruited, hired and coached employees to offer high-quality, cost-effective care to all clinic and hospital patients.

Director of Rehabilitation Services/co-ECO, 02/2010 to 01/2014

Regional Medical Center of Acadiana – Lafayette, LA

Regional Medical Center of Acadiana is a 180 bed acute care hospital. As the Director of Rehabilitation Services and co-Ethics and compliance officer, my primary roles included daily operations for 20 bed inpatient rehab facility, outpatient therapy clinic, outpatient cardiac/pulmonary clinic, bariatric services, sports medicine services, and chair of the Employee Safety and Security Committee.

Key Accomplishments:

- Led facility to first ever Safety and Security credit for risk reduction program in 2011 – continued credits earned 2012-2014
- Implemented new sports medicine program for hospital growth initiative 2012
- Revamped IRF clinical and quality practices – moving program to 4th most improved unit in all of HCA for Q2 2013. Moved from 9th percentile to 50th percentile in 3 months

Director of Rehabilitation Services, 05/2005 to 02/2010

TherEX Inc. – Lafayette, LA

As the Director of Rehabilitation Services with TherEx, Inc, I worked as a contracted director within Regional Medical Center of Acadiana, a 180 bed acute care hospital. My primary roles included daily operations for 20 bed inpatient rehab facility, outpatient therapy clinic, outpatient cardiac/pulmonary clinic, and bariatric services.

Key Accomplishments:

- Implemented first Amputee support group in Lafayette and surrounding parishes
- Grew outpatient therapy Clinic volume by 60% over PY 2006 and 2007
- Expanded specialty clinic offerings by opening Cardiac Rehab clinic and Pulmonary Rehab clinic.
- Provided direction to Bariatric Clinic educational program for pre-op teaching and implementation of policies and procedures – leading to program accreditation
- Recognized for highest employee satisfaction ratings within hospital

EDUCATION

MBA: Healthcare Management, 2018

Western Governors University - Salt Lake City, UT

Bachelor of Science: Business Management, 2014

University of Phoenix - Fresno, CA

Associate of Science: Occupational Therapy, 1994

University of Louisiana Monroe - Monroe, LA

AWARDS AND AFFILIATIONS

ACHE – member

United Way of Big Bend – Campaign Coordinator of the Year – 2018

United Way of Big Bend – Life of the Party – 2016

Leadership Tallahassee - Class 35 - 2017-2018

Service Excellence Award – HCA North Florida Division – 2017

Preceptor – FAMU Healthcare Management

Dale Carnegie Certified Instructor –Human Relations and Public Speaking