

Tammior R. Watson B.S., R.EEG/EP T., R.PSG T.

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QUALIFICATIONS SUMMARY

Enthusiastic professional, working manager and consultant with 19 years broad and progressive Neurodiagnostic experiences with 9 years managing a hospital department. Experienced in analyzing financial statements, budgeting, cost analysis, and variance analysis. Expertise in systems and procedure development, launching service lines, and delivering new technology to customers. Competence to set measurable standards for quality and monitor progress. Quick to learn and enjoy troubleshooting, research and development, establishing systems, teaching, and advocating for people. Committed to professional excellence and development of knowledge in cutting edge technology.

- Financial Analysis & Management
- Revenue Growth Strategies
- Computer Technical Troubleshooting
- Recruiting, Staffing, Mentoring
- Compensation Program Design
- Operations Management
- Strategic Planning
- Cost Accounting
- Policies & Procedures
- Program/Event Planning
- Training/Education/Coordinator
- Customer Complaint Resolution
- Database Management
- Performance Management
- Neurodiagnostic Testing

SELECTED ACHIEVEMENTS

- Developed, organized, implemented and instructed Polysomnography Fundamentals, Scoring and Board Preparation Courses.
- Managed a cost center of 6 service lines with \$1.5 M budget. Directed operations, hired, trained and managed hospital department staff.
- Met departmental financial performance goals with a 6%-10% cost reduction challenge each year. Improved payer mix through expansion of services; decreased total expenses by 18.8%; and decreased other operating expenses by 12.9%.
- Organized search, design, and upfit of neurodiagnostic/sleep services, relocating 6 labs, 3 offices, and all computer networks and telecommunications systems. Achieved uninterrupted patient service.
- Designed sleep laboratory according to industry guidelines. Performed research, cost analysis, and equipment selection. Provided continuous training on equipment software to physicians and technologists on policies/procedures, recording and scoring tests.
- Established department capital, project, and operational budgets. Researched companies, equipment, and costs to determine new capital and project expenditures.
- Conceptualized, developed and implemented a new compensation program for technologists with formal procedures and checkpoints. Increasing recruitment, salary, and retention of employees.
- Worked collaboratively with 3 Medical Directors and other physicians in operational functions. Developed rotation schedules, established agreements, and coordinated meetings for physicians.
- Managed quality improvement projects – evaluated all departments to determine potential savings needed for cost cutting measures and improved quality of patient care.
- In consultation with IS, developed an integrated, computer method through use of department server enabling studies to be reviewed/interpreted by physicians from online sites.
- Established an automated system of recording tests to final written interpretation through the use of various digital/computerized medical transcription equipment and software.

- Developed a productivity analysis and conducted time analysis study, thus improving the study scheduling process, and providing productivity data for analysis to ensure continuous quality improvement. Increased productivity to 90% - 10% above the national average.
- Established new Standard Operating Policies and Procedures for six laboratories, revised and wrote Operations Manual. Maintained compliance with JCAHO and other hospital regulatory requirements to ensure WakeMed maintained highest accreditation levels.
- Maintained all equipment including troubleshooting software, installation of new equipment and training of staff/physicians or other hospital staff for six laboratories (EEG, EP, NCV, LTVM, ENG and 4 bed Sleep Lab) to include remote intra-operative monitoring in private offices and OR suites as well as computerized Medical Transcription within the department.
- Identified discrepancy with Medicare billing requirements and hospital billing practices. Set up Charge Description Master (CDM) with appropriate codes and charges for services, ensuring compliance with Medicare. Led to a complete overhaul of professional fee structure based on insurance reimbursement.
- Performed a cost benefit analysis on converting analog equipment to digital equipment for recording overnight polysomnograms, realizing a savings of \$18K per year.
- Cross-trained staff, increasing department efficiency/productivity and employee competence, enabling employees to sit for Board exams and advance in their careers. Achieved only accreditation in the Triangle during that year for Neurodiagnostic services.
- Clinical Instructor for Duke Medical Center and Site Director for Southwestern Community College overseeing clinical rotations and student instruction.
- Performed all neurological testing/procedures including EEGs, Evoked Potentials, NCVs, ENGs, Long Term Video Monitoring, Ambulatory EEGs, Urodynamics, Polysomnograms, MSLTs/MWTs and Intraoperative Monitoring for various age groups.
- Performed digital transcription of reports for all testing. Reviewed and oversaw Medical Transcription within department ensuring quality of physician/patient reports.

BUSINESS EXPERIENCE

President, Get It Scored, Inc. 2004 – Present

- PSG Scoring & QA Training various facilities nationally
- Associate Instructor – Larry Head Institute, LLC: PSG Fundamentals, Scoring & Board Prep courses Raleigh, NC & Electroneurodiagnostics Training (EP, EEG Courses)
- Analyzing Polysomnograms for Duke University Sleep Research Department

Consultant, Raleigh, NC 2001-2003 – Projects included:

- Office systems development & Assistant for Metro Internal Medicine, Dr. Kenneth Holt
- Nationwide training/teaching in all areas of Neurodiagnostics for Larry Head Seminars, Inc.
- Perform clinical neurodiagnostic procedures (EEG, NCV, Ambulatory EEG, EP OR Monitoring, EPs) PRN various facilities

Manager, Supervisor, Technologist, Neurodiagnostic Department, WakeMed, Raleigh, NC, 1990-2001

EEG Technologist, Raleigh Neurology Clinic, Raleigh, NC, 1990-1991

Electroneurodiagnostic Technologist Duke University Medical Center, Durham, NC 1989-1990

EDUCATION

BS in Business Administration, North Carolina Wesleyan College, graduated Summa Cum Laude (5/15/99)
Certificate in Electrophysiology Technology, Duke University Medical Center Allied Health (5/16/89)

CERTIFICATIONS/REGISTRIES

Board of Registered Polysomnographic Technologists (RPSGT) #1674
American Board of Registration of Electroencephalographic and Evoked Potential Technologists, Inc.
(R.EP T.) #440
American Board of Registration of Electroencephalographic Technologists, Inc. EEG Registry
(R.EEG T.) #2002

TRAINING

Quality Service Management, Determining Customer Expectations, Hospital Financial Management,
Performance Management, Interpersonal Communication, Managing Change, Revenue Balancing,
WakeMed Business School, Leadership & Management, Cost Containment, Leadership Development,
Electroneurodiagnostic and Polysomnography courses/seminars annually