

# **RICHARD B. SANDERS DHA, MPH, FACHE**

770-880-8158 | sanders.rich@gmail.com | linkedin.com/in/richard-sanders-64995714

## **HEALTHCARE EXECUTIVE, OPERATIONS, INNOVATION AND VALUE BASED CARE**

Healthcare Executive with a robust history of innovative leadership, operational management, new service and product development, value-based care, client and service relationship, and strategy. Team builder and communicator across a matrix organization. A strategic cross-functional partner known for pioneering tech-enabled and value-based service products that significantly improved patient outcomes, financial performance and operational efficiency. Transformed business process and practice services by leveraging data to manage performance and achieve organizational KPIs. As an Ambassador for the Lorna Breen Heroes Foundation, focused on the mental health and well-being of healthcare providers, Rich puts providers first and is known as a key partner to physician executives to improve physician satisfaction, reduce risk, and enhance organizational value by cultivating strong regional and national teams, across all organizational levels. Focused on solving complex challenges of healthcare equity, and population health.

### **AREAS OF EXPERTISE**

Communication in Matrixed Organizations | Operations Management | Product Development | Medical Group Management | Strategy | Client Service | Executive Relationship | National Accounts | IT Collaboration  
Organizational Leadership | Creative Problem Solving | Data Analysis | Integration of Acquired Businesses

### **PROFESSIONAL EXPERIENCE**

#### **Sanders Group President**

Current

Healthcare consulting at the intersection of technology enabled service, value-based care and medical practice.

#### **Envision Healthcare**

April 2019 – October 2024

##### **Vice President Operations, Innovation and Value Based Care**

Developed and brought to life new physician services offerings and enabled novel telemedicine services for Envision Healthcare across multiple service lines (Hospital Medicine, Emergency Medicine, Women's and Children's, Anesthesia).

- Value Based Care
  - Partnered with C-suite, senior executives and service line leaders to develop new value-based care models for Emergency Medicine and Hospital Medicine that delivered \$30M+ in shared savings.
  - Pioneered Emergency Medicine Programs— focused on reducing avoidable inpatient admissions and 72 hour returns and in turn reducing total cost of care.
  - Hospital Medicine – focused on closing communication gaps, connecting patients with PCPs and care coordination for high-risk patients.
- Medical Practice Development / Innovation
  - Launched largest virtual emergency services for low acuity EMS patients that spanned 18 states and 60 counties.
  - Partnered with more than 60 local and national EMS agencies to lead on site EMS training and education of Virtual Health services.
  - Operated remote patient monitoring service that helped to monitor 3,600+ patients monthly.
  - Piloted a point of care, artificial intelligence, solution for emergency medicine designed to decrease medical malpractice risk and increased safety for patients.
  - Rolled out digital patient engagement platform to contact patients within 24 hours of discharge with virtual health escalation as needed.
  - Built partnerships and managed vendor relationships with healthcare technology and value-based care industry leaders.
- Product Development
  - Led collaboration with clinical, operational, IT Engineers, Business/Data Analysts, and project management teams.
  - Liaison to Chief Medical Officer and Group President to align product to customer needs and requests
  - Coordinated development and deployment of Envision's Value Based Analytics (EVA) product that improved patient outcomes and financial performance for stakeholders. Played crucial role in

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innovation and implementation of analytic tools while partnering with internal data analytics, clinical experts and IT.

- **Operational Leadership**
  - Operationalized new care models for emergency department diversion and admission optimization.
  - Reduced research billing error by 85%, streamlined operations for research and scientific intelligence division.
  - Expanded and Scaled Virtual Health enabled services to over 200 office-based and post-acute locations as part of Covid-19 rapid response.
  - Transformed data collection and report delivery to medical and operational leaders leadership to drive practice performance
  - Executive relationship and operational oversight of professional charge capture software for Hospital Medicine

### **Envision Physician Services**

June 2015 - April 2019

#### **Vice President, Radiology Operations – Distributed Radiology Services**

Owned and was responsible for the operational and financial performance of teleradiology services.

- **Budgetary and Financial Responsibility**
  - Partnered with C-Suite and Senior executives for strategic growth of radiology service line from revenues of \$200M to \$650M.
- **Merger and Acquisition Activity**
  - Oversaw the integration of multiple medical groups into a single, scalable team
  - Collaborated with IT partners, engineers and project management to consolidate into a single radiology platform
- **Practice Development and Operational Leadership**
  - Led the operational growth and expansion of teleradiologist services from 50 radiologists to 250 radiologists.
  - Built a scalable management and support infrastructure for an international network of distributed radiologists.
  - Led a team of 200+ non-clinical personnel (practice managers, to call center staff and business analysts).

### **Eagle Hospital Physicians, Atlanta, GA**

January 2012 - June 2015

#### **Vice President Operations, Telemedicine Services**

- **Business Development**
  - Oversee sales cycle and strategic market development for telemedicine services.
  - Contract negotiation with C-suite hospital and health system executives.
  - Create hospital and health system partnerships for telemedicine service deployment.
  - Present abstracts and papers on the use of inpatient telemedicine at national conferences and professional events.
  - Identify and develop partnerships with independent physicians and physician practices.
  - Oversee product development for telemedicine physician service workflow.
- **New Business Start Up**
  - Expanded Eagle Telemedicine service line from 0 practice sites to over 20 locations in 12 states.
  - Develop turnkey telemedicine operational protocols and procedures for inpatient telemedicine consultations.
  - Implement telemedicine practice models for hospitalists, neurologists, and other specialists.
- **Physician Practice Management**
  - Recruit, manage and retain both national and international base of telemedicine physicians.
  - Oversee the inpatient telemedicine services and continuing operations of telemedicine practice sites.
  - Partner with physicians to define and deliver on key service line quality metrics and initiatives.

#### **Vice President, Hospitalist Practice Development.**

January 2012 – June 2015

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- Responsible for turnkey hospitalist practice partnership development and related sales cycle.
- Develop and maintain professional relationships with c-suite hospital executives.
- Manage hospitalist practice operations and budgets for integrated telemedicine/non-telemedicine practices.
- Create proposals, value proposition and ROI analysis for hospitalist practice development.
- Interface with Medical Directors and other clinical leadership to design physician practice objectives.

## **ADDITIONAL RELEVANT EXPERIENCE**

**Eagle Hospital Physicians, Atlanta, GA**

January 2009 – December 2011

### **Director, Telemedicine Services**

Development of an inpatient telemedicine service line for a national physician management firm.

- New Business Development/Delivered business plans, proposals and ROI analysis for potential clients.
- Created marketing materials including direct mail, email, video and Internet 2.0 content for new service line.
- Oversaw sales cycle and strategic market development for telemedicine services.
- Developed turnkey telemedicine operational protocols and procedures for inpatient telemedicine consultations and implemented practice models for hospitalists, intensivists, neurologists, psychiatrists and other specialists.
- Managed physicians and inpatient telemedicine service continuing operations.
- Presented abstracts and papers on inpatient telemedicine at national conferences and professional events.
- Collaborated with client hospital administrators and technology vendors to meet service and program imperatives.

### **Operations Manager**

December 2006 – December 2008

Managed the day-to-day operations of 15 hospitalist practices in 6 states in the Southeastern United States.

- Operationalized the turnkey management of new practices, including the establishment of physician and executive relationships.
- Consulted with hospital leadership on issue resolution and hospitalist practice operations management.
- Rolled out enterprise-wide scheduling and billing software to 30 practices in 10 states.
- Provided corporate information and technology support and development of practice specific reporting mechanisms and program performance dashboard reporting.

## **EDUCATION**

**Doctor of Health Administration, DHA, Healthcare Leadership**  
Medical University of South Carolina, Charleston, SC

December 2012

**Master of Public Health, MPH, Health Services Management.**  
Rollins School of Public Health, Emory University, Atlanta, GA

December 2006

**Bachelor of Science, BS, Psychology**  
Utah State University, Logan, UT

May 2005

## **AFFILIATIONS**

American College of Healthcare Executives | Society of Hospital Medicine | American Telemedicine Association

## **PUBLICATIONS/PRESENTATIONS**

- Transport Rates and Prehospital Intervals for an EMS Telemedicine Intervention.
- Health Equity: How Social Determinants of Health Influence Patient Outcomes and How Clinicians Can Help.
- Firearm Injury Prevention: Innovative Clinical Solutions to a Community Health Emergency.
- From Green Eggs and Ham to Bread and Butter; a review and recommendations for telemedicine during the pandemic.

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- A Survey and Review of Telemedicine License Portability.
- Publication in the Journal of Telemedicine and eHealth - "New Hospital Telemedicine Services: Potential Market for a Nighttime Tele-Hospitalist Service".
- American Telemedicine Association, International conference – Inpatient Telemedicine Physician Services
- American College of Healthcare Executives –Night Hospitalist Solutions.
- Remote Presence Clinical Innovations Forum – Hospitalist Telemedicine.
- Society of Hospital Medicine – Hospitalist Telemedicine.

### **LANGUAGES**

Tagalog (Filipino) | Conversational