

ANN-MARIE A. KNIGHT, MHA, FACHE
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WORK EXPERIENCE

January 2012 – Present

MAYO CLINIC JACKSONVILLE, Jacksonville, Florida – Mayo Clinic is a nonprofit worldwide leader in medical care, research and education across multiple sites; Rochester Minnesota, Jacksonville Florida and Phoenix Arizona and a health system that crosses multiple states. Mayo Clinic has been in Florida since 1986 with an integrated outpatient and inpatient practice that includes medical, education, and research efforts with more than 35 medical and surgical specialties, a 304 bed hospital with 22 operating rooms and over 6,500 employees.

Administrator, Community Engagement

Directing community investments, to include sponsorships, grants, in-kind donations and coordination of employee engagement activities. Responsibilities include; development of longitudinal engagement activities focused on improving health knowledge in the community where opportunities exist; management of clinical donated time to free health clinics, resulting in increased access to care for vulnerable members of the community and finally, oversight of community outreach activities designed to enhance staff community engagement.

Administrator, Diversity and Inclusion

Responsible for execution of enterprise-wide diversity and inclusion goals and priorities. These include but not limited to activities include recognizing, creating and implementing specific activities for Florida which enhance patients and employees experiences.

Administrator, Clinical Operations

Served as administrator for various hospital based practices, to include the Department of Critical Care Medicine, Department of Surgery, Pharmacy Operations and Hospital Internal Medicine. Oversight included support to 225 physician and allied health professionals, facilitating practice design and coordination of care for patients treated in the hospital.

October 2010 – January 2012

JACKSONVILLE VETERAN'S HEALTH ADMINISTRATION OUTPATIENT CLINIC, Jacksonville, Florida - An outpatient clinic which provides a broad range of general and specialized medical, dental, surgical, psychiatric, nursing and ancillary services. The clinic is a multi-site facility with four locations in Jacksonville which serves veterans in a closed system healthcare delivery model. There are over 24,000 patients' enrolled, annual workload of over 230,000 encounters and 212 healthcare professionals on staff.

Administrator

Veteran's Healthcare Administration system and has experienced an annual growth rate of 20% in encounters and enrollment and the clinic is one of the largest Outpatient Clinic in the VISN 8. This growth rate is the highest in the region and the only facility in North Florida/South Georgia VA facility that is experiencing consistent and steady growth. During the short tenure in the role, responsibility included the development and deployment of new services, staff model and equipment necessary to provide care in the replacement clinic opened in 2011.

February 2008 – September 2010

NAVAL BRANCH HEALTH CLINIC MAYPORT, Mayport, Florida - An outpatient clinic which provides primary, specialty, and ancillary medical services and routine and specialty dental services to over 13,500 enrolled patients.

Director, Operations & Clinic Manager

Responsibilities include management and budget submissions of a \$23M operating budget, recruitment,

retention and evaluation of 230 government, contract, and military personnel, and coordination of healthcare services of over 100,000 primary care visits and over 7,500 network/non-network healthcare visits. Supervised 25 staff members, to include; Supply/Material, Patient Records Division, Administrative Services, Staff Education, Credentialing Staff, and Third Party Insurance managers.

June 2004 – February 2008

NAVAL HOSPITAL JACKSONVILLE, Jacksonville, Florida - A Department of Defense Military Health System which includes one 60-bed Family Practice Teaching Hospital and seven Ambulatory Clinics, providing both outpatient and inpatient (primary and specialty) services for over 52,000 empanelled patients across Florida and Georgia.

Deputy, Chief Financial Officer (2006-2008)

Managed all aspects of financial accountability for a \$123M budget, to include; fiduciary control and accounting, budget formulation, budget execution and financial performance reporting. Supervised 60 staff members, to include, budget, accounting and contract management specialists.

Director, Business Operations (2005-2007)

Managed, organized and directed all functions of productivity trend analysis and forecasting, data quality and strategies to improve productivity and quality of services delivered, including the development of long and short-term business plans. Supervised a team of 10 Business Analysts who were responsible for productivity analysis of the core hospital and its seven outpatient clinics.

Director, Managed Care (2004-2005)

Served as the primary liaison between the hospital and Humana and other healthcare resources. Managed policies and procedures of a 60 person staffed business office which executed over 21,700 network referrals annually, an average load of 300 patients in Case Management, a Central Appointment and Nurse Call Center which experiences an annual call volume in excess of 400,000 calls per year, a Utilization Management and Pre-certification/Appeal program. Supervised 50 healthcare professionals, to include; nurses, appointing staff, and business support personnel.

January 2001 – June 2003

NAVAL HEALTH CLINIC, PEARL HARBOR, Oahu, Hawaii - An outpatient ambulatory medical clinic which provides primary care services to over 18,000 empanelled patients.

Administrative Assistant

Served as customer service representative and marketing coordinator providing the community and other stakeholders with information regarding clinical operations and services available. Additional duties included management of maintenance and upkeep of the facility, equipment and associated grounds.

VARIOUS ASSIGNMENTS National and world-wide

August 1986 – December 2000

Navy Enlisted Service Member – Primary Duties: Shipboard Electrician and Career Retention Manager.
Secondary Duties: Equal Opportunity Manager.

EDUCATION/FACULTY POSITIONS

Education

- Masters in Healthcare Administration, Baylor University, Waco, TX (2005)
- Bachelors of Business (Finance), University of North Florida, Jacksonville, FL (1997)
- Preceptor, Masters of Healthcare Administration candidates (two annually), University of North Florida, Jacksonville FL (2006-2014)

Faculty Positions

- Adjunct Faculty, Brooks College of Health, University of North Florida (2012-2015)
- Guest Faculty, Gator Healthcare Forum, University of Florida (2012)

BOARD MEMBERSHIPS

A. A. Knight

Current

- Regent (Interim), American College of Health Care Executives, North and Western Florida (2019-2020)
- Board Member, Florida State College of Jacksonville Foundation (2019-Present)
- Board Member and governance sub-committee, Non-Profit Center of North East Florida (2015-Present)
- Board Member and health sub-committee, Sulzbacher Center (2015-Present)
- Board of Governors, Jacksonville Chamber (2016-Present)

Past

- Taskforce Member, Commission on Progress, Jacksonville Sheriff's Office (2017-2018)
- Board Member, Visit Jacksonville (2015-2016)
- Board Member, The Way Free Medical Clinic (2013-2015)
- Board Member, Bright Minds Youth Development (2014-2015)

CIVIC INVOLVEMENT

Current

- Alumni, Leadership Jacksonville, Class of 2016
- Member, Women United, United Way of Northeast Florida (2012-Present)
- Member, Women's Giving Alliance (2017-Present)

Past

- Member, Commission on Progress, Jacksonville Sheriff's Office (2017-2018)
- Task Force, First Coast Relief Effort, United Way (2017)
- Chair, Women United, United Way (2017-Present)
- Class President, Leadership Clay, Class of 2014
- Mentor, Big Brother Big Sister, Jacksonville FI (2012-2016)
- Mentor, City Year 2015
- Volunteer, United Way – Women United (2013-Present)
- Volunteer, St. Michael's Soup Kitchen – Volunteering with the National Naval Officers Association, two-three times annually (2011-Present)
- Mentor, Duval Halfway House (2006-2011) - The facility is a structured non-secure moderate risk state operated residential treatment program for males ages 14-18. This is a rehabilitative facility for boys who are court assigned for periods of four to six months. Served as a one-on-one mentor for two youth and also provided group presentations.
- Volunteer, The Way Free Medical Clinic (2010-2011) – Occasional served as a front desk clerk, assisting patients with registration and financial documentation.
- Volunteer, Ridgeview High School Soccer Team (2007-2011) - Assist in fundraising needs to support the team.
- Volunteer, Clay County Soccer Club (2004-2011) - Assisted in fundraising for team events and tournaments.
- Clay County Health Assessment Committee - Department of Health, Clay County, Florida (2005, 2010) - Member of a team which consists of healthcare professionals and community volunteers. The mission is to conduct a health analysis of county needs, thereby contributing to resources and access to care efforts for the 160,000 member community.
- Mentor, Drug Education for Youth, Summer Camp (2006, 2009) – Served as Mentor Counselor. The program is a drug use prevention initiative that teaches awareness of risky behaviors and helps to build self-esteem and confidence in pre-teenage children (over 70 adolescents participated each year).
- Quality of Life (Health) Subcommittee, Clay Vision (2007) - A Jacksonville Community Council sponsored initiative to measure progress, identify opportunities, and assess community outreach efforts

MILITARY AWARDS

- Defense Meritorious Service Medal, December 2007

- Navy Commendation Medals; 2010, 2008, 2003, 1999
- Navy Achievement Medals; 2000, 1999, 1993, 1994, 1991
- Numerous other medals, certificates and recognitions

PROFESSIONAL INVOLVEMENT

Certifications

- Fellow, American College of Healthcare Executives
- DoD Certified, Lean Six Sigma, Black Belt
- Mayo Clinic Silver Certified, Quality Academy
- Certified, Department of Defense (DoD) Financial Manager
- Certified, DoD & VA Contracting Officer's Technical Representative

Memberships

- Regent, American College of Healthcare Executive, Northern and Western Chapters (2019-2020)
- President, North Florida Chapter of the American College of Healthcare Executives (2014-2015, Member 2005-2012)
- Member, American College of Healthcare Executives (2001-Present)
- Member, Professional Development Taskforce, American College of Healthcare Executives (2014)
- Member, National Naval Officers Association (2002-Present)
- Member, Women's Giving Alliance (2017-Present)
- Member, Rotary Club, Orange Park Sunset (2010-2012, temporarily suspended)

Engagements

- City of Jacksonville Mayor Community Conversation – Addressing Needs and Disparities in Communities (Apr 2016)
- Visionary/Emcee, Women in Healthcare Leadership Program – A Professional Development Plan (ACHE), Jacksonville (Mar 2014)
- Panelist, Women in Healthcare Leadership Summit, Tampa (Nov 2013)

PUBLICATIONS

- Author - *Case Management Return on Investment: An analysis of Naval Hospital Jacksonville's Family Practice Clinic Care Management Program.* Defense Technical Information Center, June 4, 2005, 56 pages. Article [Here](#).
- Co-Author - *"User Perception and experience of the introduction of a novel Critical Care patient viewer in the ICU Setting."* International Journal of Medical Informatics, Volume 88, April 2016, Pages 86-91.

ABSTRACTS/POSTERS

- Poster, *"Integrated Cost-Reduction Strategy for Diagnosis-Related Groups (DRG's) 20's, 30's and 60's in Neurosurgery ICU Patients,"* Mayo Clinic Delivery Science Summit, Rochester, Minnesota, September 2015
- Poster, *"Redesigning Processes to Manage Drug Inventory in a Hospital Pharmacy,"* Healthcare System Process Improvement Conference, February 2015
- Abstract, *"Attitudes Towards Electronic Medical Records in Intensive Care,"* American Medical Informatics Association Annual Conference, November 2014
- Poster, *"Critical Care Ultrasonography, A Cultural Wave,"* Mayo Clinic Quality Symposium, December 2014
- Poster, *"Improving Wait-times in a Community Pharmacy,"* Mayo Clinic Quality Symposium, December 2013

PRESENTATIONS

- Panel Member, "Heath & Biomedical Workforce", JAXUSA Partnership, March 2019

- Panel Member, "Building a Corporate Culture of Giving Back that is Inclusive and Sustainable," TPC Players Connect, March 2019
- "Effective Communication in Healthcare Management and the Mayo Model of Care: The Nuts and Bolts", 6° Congreso Intermedio de Medicina Crítica y Cuidado intensivo, Cartagena, Colombia, March 16-18, 2016
- Panel Member, Mayor Curry's Community Conversation: Addressing Needs and Disparities in Communities, WJCT, Jacksonville FL, April 4, 2016.
- Panel Member, "Performance Transformation Methodologies", Gator Healthcare Forum, University of Florida, February 2013

CIVILIAN AWARDS/RECOGNITION

- Woman of Distinction, Girl Scouts of Gateway Council, April 2019
- Veteran of Influence, Jacksonville Business Journal, 2016
- Regent's Award, American College of Healthcare Executives, December 2013
- Distinguished Service Award, American College of Healthcare Executives, December 2017