

# WAQAS F. JILANI

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**OBJECTIVE: TO HELP DOCTORS REDUCE THEIR STRESS AND IMPROVE THEIR BOTTOM-LINE BY DELIVERING RESULTS-ORIENTED, COST EFFECTIVE SOLUTIONS.**

**QUALIFICATIONS:** Accomplished executive offers extensive management experience within diverse businesses. Proven consistent in improving the quality of care and reducing costs. Areas of expertise include:

Operations/Project Management	IT Implementation	Training & Development
Financial Reporting & Analysis	Business Development	Process Improvement
Strategic Planning	Contract Negotiations	Benefits Administration

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## **CORPORATE CONTRIBUTIONS**

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- Grew revenue by 60% (\$10M to \$16+M) and increased EBITDA by 750% (\$400K to \$3M) for twelve dental practices in less than three years.
- Grew the operations of a new business startup to \$6 million in sales in two years.
- Managed all aspects of contracts responsible for over \$100 million in annual revenue including initiation, negotiation, implementation, review and financial audits.
- Led a health plan redesign team resulting in a 6% (\$350,000) reduction in health plan operation costs the first year when benchmarks were increasing by 10-12% yearly.
- Designed and implemented quality improvement interventions for 200,000 Medicaid HMO members, generating cost savings exceeding \$1 million and extensive improvements in the quality of health care.
- Improved access to physician appointments by over 30% and reduced surgical wait time by over 50% by redesigning the processes and improving the operations of nine clinics serving 500,000 members.

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## **ACADEMICS**

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**Master of Health Care Administration** : CLARK UNIVERSITY/UNIVERSITY OF MASSACHUSETTS MEDICAL SCHOOL

**Bachelor of Science** : CORNELL UNIVERSITY

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## **PROFESSIONAL PROFILE**

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PRACTICE MANAGEMENT ASSOCIATES: **Managing Partner** 2007–Present

Consults to doctor's offices and other clients on how to improve their practices' bottom line results including implementing a management by statistics system, creating policies and procedures, hiring doctors and staff, implementing sales and marketing programs, and training staff on all of the above. Improved clients' revenue by up to 50% in less than a year.

DENTALCARE PARTNERS (SEARS DENTAL/DENTALWORKS): **Senior Regional Practice Manager** 2004–2007  
Directed a regional practice encompassing a \$16 million budget and twelve dental clinics. Headed all clinic operations of 20 dentists and 130 support personnel, delegating scheduling and staffing initiatives. Lead strategic planning to ensure future growth. Managed capital equipment purchases. Had full accountability for P&L and meeting monthly and annual budget targets.

KAISER PERMANENTE: **Regional Manager, Vision Services** 2001–2004  
Directed an ophthalmology department encompassing a \$20 million budget, 500,000 patients, and nine clinics. Headed all clinic operations of 18 ophthalmologists and 38 support personnel, delegating scheduling and staffing initiatives. Lead strategic planning to ensure future growth.

PENINSULA REGIONAL MEDICAL CENTER: **Manager of Managed Care** 2000–2001  
Managed all aspects of contracts with national managed care organizations. Led a joint venture between the medical center and local IPA encompassing over 300 physicians, directing all aspects of a 10,000-member health plan. Headed the implementation of an Internet-based referral and claims management system.

BRIDGE PUBLICATIONS INC.: **Regional Sales Manager** 1998–1999  
Directed the sales, personnel, and operations of the Eastern U.S. region comprising 23 bookstores located throughout the Eastern United States, delivering \$2 million in annual sales. Achieved placement as the number one profit producer out of four regions, attaining record-setting sales of \$102,000 within one week. Launched sales and marketing campaigns resulting in two New York Times bestsellers. Created and implemented strategic marketing plans.

SYNERGY ENTERPRISES INC.: **Executive Director/Regional Sales Manager** 1995–1998  
Established and managed the corporation's Northeastern US location, with operations throughout 15 states. Introduced products and services to new markets. Developed sales from zero to \$6 million in under two years. Recruited and trained an international sales team.

EAST BOSTON NEIGHBORHOOD HEALTH CENTER: **Project Coordinator** 1995  
Redesigned the center's nurse staffing patterns and treatment processes to increase efficiency and patient throughput, reducing patient wait times by 50%.

STATE OF MASSACHUSETTS' MEDICAID PROGRAM: **Data Analyst/Project Coordinator** 1994–1995  
Implemented data collection, analysis, and intervention design of all quality improvement projects in the state's Medicaid program. Collaborated extensively with industry leaders inclusive of Harvard Medical School and Dr. Berwick's Institute for Health Care Improvement to develop new methodologies for the measurement and improvement of patient care quality.

FALLON CLINIC: **Project Coordinator** 1993–1994  
Managed a data collection and analysis project measuring the performance of key U.S. health care systems. Collaborated with researchers at U of M and Henry Ford Health System.

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## **AFFILIATIONS**

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American College of Healthcare Executives (ACHE): Diplomate