

Metrisa Gonzales, LNFA, MHA
93 Mary Lake Court • Huntsville, TX 77320
metrisarene@gmail.com
936-581-9120

Education

University of Cincinnati (2016)

Masters of Healthcare Administration

Sam Houston State University (2014)

B.S. Health/Minor in Business Communications

Blinn College (2011)

Associates of Business

Relevant Employment History

Health Service Management (2015-current)

Administrator

- Responsible for the overall management, clinical and financial success of the center
- Improved a 1 star building to a 2 star in less than 4 months.
- Took a building budgeted to lose money to a building projected to make money by end of year.
- Improved customer service ratings from 50% to 98%.
- Maintained an average 1.9% hospital readmission rate.
- Improved census from 42 with 2 skilled to average of 55 with 15 skilled.
- Renegotiated contracts and cut expenses to result in a significant decrease in expenses to the facility.
- Improved facility image in the community resulting in higher quality employees and increase in referrals.
- Implemented QAPI, Disaster, and Micro-IDT programs that improved clinical effectiveness.

Huntsville Memorial Hospital (2014-2015)

Physician Liaison/Business Development/PAD Department Administrator

- Increased overall hospital revenue by 11% and outpatient revenue by 6% year to date of hire through marketing, efficiency practices, and strategic service line development.
- Responsible for implementation, staff credentialing and training, HIPPA & QA compliance, & financial reporting of the Peripheral Arterial Disease (PAD) Department.
- Supervised between 7-10 employees including RNs, LVNs, MAs, and technicians.
- Outpaced the projected ROI for the PAD Department by 2 years.
- Worked with the DISRIP team on quality improvement projects to meet funding goals.
- Created business development strategies for expansion of service areas and increasing market-share by analyzing financial data, market trends, and tracking referral patterns.
- Created policies to comply with accreditation standards for PAD and EEG departments.
- Designated Public Information Officer for hospital Emergency Management Committee.
- Cultivated close and positive relationships with Huntsville and surrounding community members including medical, government, citizens, media, health initiative boards, and academic entities.
- Improved relationships between hospital Directors, Administrators and Physicians by facilitating communication and creating process improvement.
- Negotiated service agreement contracts for Rural Health Clinics.
- Coordinated department operational quality improvement.
- Provided data and market intelligence to the Executive Team for purposes of improving processes, business development and recruitment efforts.
- Implemented market and financial analysis database.
- Served on the Stroke, Neon for Neurons, Emergency Management, Muddy Escape, Fall Prevention, DISPRIP Project, Fall Prevention, and PAD Committees.

M.D. Anderson Health Disparities Department (2014)*iMove Project Research Assistant Intern*

- Collected study participant data in the Behavioral Training and Research Center.
- Created communication protocol for study participant retention.
- Completed Human Subject Protection Training.
- Created physical activity, nutrition, and stress reduction education for participants.

Sam Houston State University Health Clinic (2013-2014)*Health Education Intern*

- Wrote grant and program plan for Student Wellness Program which was submitted to the ACHA.
- Created 2014 health promotion programs.
- Taught sexual education, men's health, women's health, and nutritional classes.
- Entered and analyzed student health data collected in 2013.

Blinn College LVN Program (2011)*Student*

- President of the Student Nursing Association class 2011.
- Maintained an 'A' average.
- Completed all required check-offs for clinical competency during duration of attendance.
- Completed clinicals at Lampstand Skilled Nursing Facility and St. Joseph's Manor Alzheimer Unit.

Texas A&M University (2009-2011)*Information Representative-Industrial Distribution Program, Dwight Look College of Engineering*

- Project manager on Development Campaign, Master's Program, & Undergrad marketing.
- Scripted, wrote copy, edited & oversaw graphic design on all marketing materials.
- Maintained and coordinated new website implementation. (id.tamu.edu).
- Doubled applications for Global Study Abroad Program with effective marketing plan.
- Created press releases and wrote copy for website and all department events.
- Distinguished Speakers Series press coordinator.
- Staff Advisor for PAID, the professional student association on Career Fair/Expo development.
- Supervisor for trade show exhibition creation.

Suddenlink Media (2007-2009)*Real Estate Channel Advertising Executive/Executive Producer/Program & Development Coordinator*

- Managed a 400 mile real estate sales and programming territory.
- Supervised and trained 10 employees stationed in Texas, Louisiana and California.
- Met monthly and quarterly financial goals.
- Created on-air network marketing campaign.
- Secured exclusive programming for 10 markets including a pilot talk show.
- Served on the Homesource Web Design and Suddenlink Employee Service Committees.
- Served as the community liaison by serving on several community boards.

University Title Company (2006-2007)*Commercial and Residential Pre-Closer*

- Managed commercial and residential real estate transactions from under contract to closing.
- Coordinated brokers, attorneys, buyers, sellers, and mortgage companies throughout the transaction.
- Responsible for transferring funds between lenders, buyers, and sellers while insuring a clear title.

To Whom It May Concern:

I would like to take the opportunity to submit this letter of recommendation on behalf of Metrisa Gonzales. I am a Master's prepared Registered Nurse and have been the Director for the Huntsville Memorial Hospital Wound Care Center for two years. I have had the privilege of calling Metrisa my peer and worked closely with her for over a year.

Metrisa has been instrumental in the development and implementation of several programs and community events including the inaugural Neon for Neurons fun run and walk, the Peripheral Arterial Disease Program, identification and scouting of viable rural health clinic locations, expansion of existing programs including women's health services and imaging services, and numerous community educational seminars.

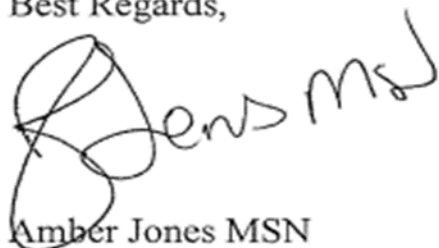
Metrisa is well respected in the health care community of Huntsville for her ability to effectively resolve conflicts and improve relationships. She possesses outstanding communication and leadership abilities and is able to utilize these skills to improve patient care outcomes and staff morale. Metrisa demonstrates a true commitment to quality healthcare through her continued efforts to improve understanding between patients, staff, and physicians.

Metrisa is dedicated to being a leader by serving others. She offers guidance and support while ensuring steady progress towards established goals is made. Under Metrisa's leadership, service line utilization has increased and expanded while maintaining quality standards.

Metrisa has an innovative spirit and a true desire to ensure the needs of the community are met. She has a passion for identifying gaps in service and removing barriers to care.

I would recommend Metrisa without reservation and look forward to seeing her continue to improve the standards of care. I can be reached at 936-438-6424 should you have any questions.

Best Regards,

A handwritten signature in black ink, appearing to read "Amber Jones MSN". The signature is stylized with large, overlapping loops and a cursive-like flow.

TIM DEAHL M.D. F.A.C.O.G.
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June 23, 2015

To whom it may concern:

I am pleased to write on behalf of Metrisa Gonzales who I have know professionally for more than 3 years. It is my understanding that she is applying for a position in your institution. I have known Ms. Gonzales through her work at Huntsville Memorial Hospital as a physician liaison where she showed the highest qualities of professionalism and efficiency. She was able to work with a wide variety of personalities and continue to find compromise keeping the organization moving forward. I have absolutely no reservation recommending Ms. Gonzales for employment in your institution. She will be a great asset as she was in ours. If you have any further questions, do not hesitate to contact me.

Sincerely,

Tim Deahl M.D.

References and portfolio available upon request.