

**Erica M. Bumpurs**  
P.O Box 302  
Marquez, Texas 77865  
[ebumpurs@shsu.edu](mailto:ebumpurs@shsu.edu)  
(979) 571-4893 Cell

Over 16 years of full time experience in the healthcare industry in various roles and settings including direct patient care, management, and consulting experience. A motivated and self-directed leader who embraces the challenges of change and facilitating employees to reach their highest potential in their daily operations.

### **PROFESSIONAL PROFILE**

***Director, Student Health Services, Sam Houston State University  
September 2016 to current***

***CHI St Joseph Orthopedics Practice Operations Manager III  
September 2014 to September 2016***

Responsible for the daily operations of an orthopedic surgery practice with 5 surgeons, 2 physician assistants and a staff of 21 employees including Medical assistants, LVN's, radiology staff, medical scribes, and patient access representatives. Daily tasks are focused on operational performance excellence, patient satisfaction, revenue cycles and best practices for physicians including JCAHO and meaningful use measures.

***Inpatient Rehab Program Manager November 2004- September 2014***

Responsible for oversight of daily operations and staff for a 30 bed medical rehabilitation unit. Duties include managing the rehab nursing team, admissions personnel and processes, RN/LVN and PCT staff in regards to staffing, day to day unit functions, performance evaluations and staff development. Ensuring that all regulations for rehab operations are being followed according to Medicare guidelines and other regulatory agencies. Completion of documentation audits for compliance with rehabilitation regulations. Responsible for accuracy of medical record coding and billing procedures for reimbursement and transmission to Medicare. Budgeting for capital and operating budget. Work directly with the medical director, department directors and VP of rehab services on program development and management.

***Independent Rehabilitation Consultant, UDS Medical Rehabilitation  
ETC (Education/Training/Credentialing) January 2008-September 2014***

Traveled across the US to contracted rehab facilities to provide education and training on rehab techniques, regulations, best practices and documentation strategies. Completed chart audits both onsite and offsite and prepared detailed reports on findings and recommendations.

***Rehab Clinical Liaison, October 2002- October 2004***

Coordinated all admissions into the facility Rehabilitation and Skilled Nursing Units. Duties include screening potential clients for qualifications under facility standards as well as Medicare and private insurance

guidelines. Extensive communication with clients, family members, social workers, physicians and peers to coordinate treatment plans. Documentation to support each client's needs and goals for admission into the appropriate programs. Marketing duties include representation of the facility to area physicians and other healthcare facilities. Production of marketing materials and coordination of marketing opportunities.

***Certified Occupational Therapy Assistant, 1999-2002***

Staff therapist for the inpatient rehabilitation unit. Duties included carrying out treatment plans for clients with a variety of physical disabilities under the guidance of an Occupational Therapist. Completed documentation, scheduling and weekly team meetings to coordinate each client's care. Communication with a multidisciplinary team to coordinate patient treatment goals.

**LICENSURES**

- Licensed in the state of Texas to practice Occupational Therapy through Texas Board of Occupational Therapy Examiners (TBOTE) 1998- current.
- CPR certified

**OTHER PROFESSIONAL PROJECTS**

- *February 2006-May 2006* Project leader for implementing a specialty joint replacement program for patients at St Joseph Regional Health Center (Joint University). Completed a 16 week project with a professional consulting company and managed all internal operations for the project.
- *February 2012-September 2015* Project administrator for implementation and training across St Joseph Health System for Patient Call Manager, a post discharge call-back system in conjunction with Studer Group.

**EDUCATION**

Texas Tech University Health Sciences Center, Lubbock, Texas  
*Bachelor of Science, Clinical Services Management, December 2008*

- Graduated Summa Cum Laude
- GPA: 3.93

Navarro College, Corsicana, Texas  
*Associate in Applied Science, Occupational Therapy Assistant, 1998*

- Valedictorian of graduating class
- Cumulative GPA: 3.70

Sam Houston State University, Huntsville, Texas  
Undergraduate General Studies, 1990-1992

- Completed 49 semester hours, no degree earned