

Michael A O'Connell

Question applies to Senior Advisory Commission

5 of 7 Members must be part of the Senior Community. Are you part of the Senior Community?

☒ Yes ☐ No

Question applies to Senior Advisory Commission

2 of 7 Members MUST be Senior Service Agency representatives. Are you applying as a Senior Service Agency representative?

☒ Yes ☐ No

Upload a Resume

Community Service Experience:

I have been actively engaged with numerous professional and community organizations throughout my career. Please see resume.

Education:

Master of Health Administration, St. Louis University Bachelor of Science, University of Illinois

Other relevant experience or expertise:

I'm 66 years old, new to the Napa community, having just completed the City of Napa Academy, and looking for ways to provide value and expertise to the community in making it the best place to live, work, and thrive.

Additional Questions

What is your understanding of the role and responsibility of this board?

Provide strategic direction and guidance to staff in creating, developing, and administering programs and services for the senior community.

Have you ever attended a meeting of this board? If so, how many?

No - I have attended City Council meetings.

What duties of this board are most interesting to you?

Exploring the Return on Investment and value of different programs and services and determining the best use of limited resources for the senior community. Explore ways to partner with other organizations and provide collaborative services and activities.

What activities of this board are least interesting to you?

None

Michael A O'Connell

What programs or projects would you like to see improved or implemented?

Continue to explore diverse programs for different age group of seniors in their 60s, 70s, 80s, and 90s. Explore recently retired seniors and ways to connect them to programs, services, and agencies where they can further contribute in meaningful ways to the community.

How would you approach improving these project(s) or program(s)?

Listen, learn, and provide an appreciative inquiry to build upon the foundation of programs and services already provided by the department.

Are you involved in any organizations or activities that may result in a conflict of interest if you are appointed to this board?

No

Please list two local references and their phone numbers:

How did you learn of this vacancy?

☒ Internet

MICHAEL A. O'CONNELL, MHA, FACMPE, FACHE

History of success with team-based leadership and oversight of performance improvement and strategic operational initiatives to ensure timely and successful delivery of KPI solutions and facilitate agreement on aligned processes and outcomes to achieve. Committed to creating a culture of safety in a highly reliable organization towards achieving aligned benchmarked goals in patient access, provider and staff productivity, clinical quality, patient experience, employee engagement, DEI, regulatory compliance, and financial profitability. Led building of healthcare programs, departments, service lines, medical practices, and lean improvements in Illinois, Missouri, Michigan, Iowa, Indiana, Ohio, California, & New Jersey.

PROFESSIONAL EXPERIENCE

WIEDERHOLD AND ASSOCIATES, Napa, CA

May 2025

Wiederhold & Associates is a leading provider of career development, internal/external transition services and executive coaching to the healthcare industry. They are not a recruitment firm.

Career Transition Coach

- Provide part-time services to support leaders transitioning to new career opportunities.

HEALTHCARE SOLUTIONS, Union City, CA

2024-25

Lead healthcare consulting engagements that provide leadership support in areas of leadership development, financial improvements, strategic planning, performance improvement, operational transformation, professional development, change management, board governance, accreditation and safety, and compliance to achieve significant business transformation outcomes and strategies.

Principal Consultant

- Led engagements for diverse medical groups, hospitals, academic medical centers, and c-suite and middle management leaders on development of strategies to enhance health system, hospital, and medical practice operations in leadership development, provider and staff recruitment, program development, business plan development, strategic planning, revenue and cost savings strategies, & process improvements.

RWJBARNABAS HEALTH, West Orange, New Jersey

2022 - 2023

RWJBarnabas and Rutgers Health have jointly developed and are operating a world class academic health system with 12 acute care hospitals, 3 pediatric hospitals, and 1 behavioral health hospital and a medical staff representing over 40% of New Jersey's physicians. The medical group provides over 2 million ambulatory visits, 6.5M wRVUs, and \$1.7B net operating revenue with 3,500 providers, 5,000 employees, and 365 locations in twelve counties.

Interim Chief Operating Officer, Medical Group

- Provided leadership in developing and implementing the 2023 operational plan, 2023 and 2024 budget, and leading initiatives towards improvements in quality, safety, employee and patient engagement, network optimization, and profitability. Exceeded 2023 financial targets and productivity for the first time in medical group's formation. Aligned incentives with the hospitals and eight service lines towards creation of an integrated network of coordinated care with accountable care/value-based care programs.
- Aligned incentives with the hospitals and eight service lines towards creation of an integrated network of coordinated care with accountable care/value-based care programs.
- Developed two new committees for joint decision making of funds flow decisions for the School of Medicine, hospitals, and medical group for approval of new providers and staff.

- Managed clinical operations of Rutgers University School of Medicine clinics with 1,000 providers, 140 subspecialties, and 12 clinical departments and academic chairs. Managed complex decision making where all academic providers and nonmanagement staff were represented by multiple unions.

STANFORD MEDICINE PARTNERS (SMP), Newark, California

2017- 2022

Created by Stanford Medicine and Stanford Health Care, the physician network and 1206(I) medical foundation provides over one million visits annually with \$600M revenue and explores new ways to practice medicine across 70 locations with 1,200 employees and 400 community and faculty providers in 34 specialties in four counties in San Francisco Bay area aligned with Stanford hospitals.

Chief Operating Officer, Stanford Medicine Partners

With President and Chief Medical Officer, provided leadership to medical foundation, medical group practices, and accountable care division with operational & financial assessments, strategic alignment, guiding principles, benchmarking, & performance improvements resulting in year-over-year improvements in financial, quality and safety, employee engagement, diversity, inclusion, and health equity, and patient experience metrics.

- Directed medical foundation operations including human resources and talent acquisition, finance, revenue cycle, centralized call center, HIMs, accountable care operations, compliance and enterprise risk, project management, asset and facility management, information technology, supply chain management, emergency management, environmental health and safety, security, patient experience, Inclusion, Diversity, and Health Equity (IDHE), 75 staff float pool, contract management, clinical educators, imaging, laboratory, and procedure/policy implementation.
- Partnered with academic faculty in 18 specialties to work in community settings under 5 different practice models.
- Provided executive leadership in leading operations for an Accountable Care Organization (ACO) with 1,100 IPA providers, 7 at-risk health plans, and 70,000 covered lives providing services in clinical operations and care coordination, population health management, quality improvement, contracting and payer relations, clinical informatics and health information exchange, legal and compliance matters, staffing and credentialing, patient and provider engagement, governance, marketing, and communications. Served as staff to UHA ACO LLC, an MSSP with year over year savings between \$13-\$17M. Led an effective compliance, audit, and risk mitigation strategy resulting in a Board approved plan.
- Formed an effective senior leadership team focused on creating a new pathway to high performance in return on investment, population health, quality and patient safety, patient experience, network optimization, marketing, communications, rebranding, supply chain management, and employee engagement.
- Accomplished a 20% bottom line financial recovery improvement plan through development of a dyad leadership model leading to creation of a more efficient and streamlined medical foundation with aligned incentives.
- Operationalized programs to support a Medicare Shared Savings Program (MSSP) resulting in yearly savings of \$26 M along with managing seven capitated health plans, 3 Medicare Advantage plans, and a 1,100 member IPA.
- Led teams through complex change management efforts in multiple areas including patient access optimization and resource utilization resulting in improvements with same day access and better access management.
- Consolidated fifteen practice sites from a portfolio of 500K sq ft of office space for more efficient practice operations.

- Led Covid-19 operations in partnership with numerous stakeholders with multiple regional respiratory and vaccine centers and expanded video visit capabilities with significantly improved patient visit experiences.
- Led Video Visit Task Force with development of guiding principles created for each specialty with dyad partners.
- Led an effective compliance, audit, and risk mitigation strategy resulting in a Board approved plan.
- Directed medical foundation operations including human resources and talent acquisition, finance, revenue cycle, centralized call center, HIMs, accountable care operations, compliance and enterprise risk, project management, asset and facility management, information technology, supply chain management, emergency management, environmental health and safety, security, patient experience, Inclusion, Diversity, and Health Equity (IDHE), 75 staff float pool, contract management, clinical educators, imaging, laboratory, and procedure/policy implementation.

CLEVELAND CLINIC, Cleveland, Ohio

2000 - 2017

A nationally recognized (top rated hospital in US News and World Report) nonprofit multi-specialty academic medical center and integrated healthcare system with community hospitals and hundreds of medical practices with a "Patients First" mantra.

Vice President Operations and MSO Executive Director

Reported to President/CEO and directed all hospital inpatient and ambulatory operations for a trauma center, academic medical center, and religious based institution with multiple locations.

- Directed all inpatient and outpatient HOPD clinical and support services in multiple locations including management of union employees and an integrated service line management leadership model.
- Achieved excellence with support service departments in patient experience, employee engagement, productivity, and finances in environmental and dietary services, medical records, patient transport, and safety/security services.
- Developed innovative programs with cardiac cath lab, interventional radiology, inpatient and IOP behavioral health, coumadin, CHF, cardiac rehab, and pulmonary rehab clinics, pharmacy bedside delivery program, retail pharmacy, nursing home lab services, infusion therapy, occupational health, materials management, and gift shop.
- Ran imaging, pharmacy, chronic care, hyperbaric services, respiratory therapy, pain management, laboratory, physical, occupational, and speech therapy including development of a team approach to patient experience & employee engagement & high performing outcomes in productivity, service, safety, and sustainability.
- Received four awards from Cleveland Clinic President for outstanding top-tier Employee Engagement Achievement. Significantly advanced both inpatient and ambulatory patient experience "Likelihood to Recommend" scores to the 80th and 90th percentiles through development of a comprehensive patient experience program
- Directed all physician recruitment, contract negotiations, and operational efforts for 100 physicians in an academic teaching setting, community health center, and managed physician compensation and incentive model.

MEMORIAL HEALTH SYSTEM, South Bend, Indiana (now Beacon Health System)

A not-for-profit health system with a medical group of 110 physicians in 19 specialties, 35 locations in five counties with 450 FTEs. **Director of Operations, Memorial Medical Group (MMG)**

- Created a standard work model with 20+ services supporting acquired physician practices becoming integrated into the medical group including billing and medical records, staffing, supply chain management, and capital plans.

- Built four primary care referral centers (15K sq ft) with primary and specialty care, imaging, lab, and procedural areas.
- Led physician governance committees including development of physician leadership development programs.

MERCY HEALTH SERVICES, Farmington Hills, Michigan (now Trinity Health)

Was largest not-for-profit Catholic health systems in USA based in Michigan, Iowa, and Indiana with 30 hospitals.

Project Manager, Professional and Physician Services; Administrative Fellow

- Managed projects in physician recruitment, physician leadership development, graduate medical education, nursing, clinical ladders, continuous quality improvement, imaging, laboratory medicine, pharmacy, social work, Joint Commission, data analytics, benchmarking, physician advisory councils, and quality services.

EDUCATION

Master of Health Administration, Saint Louis University, Saint Louis, Missouri

Bachelor of Science - Liberal Arts and Sciences, University of Illinois, Urbana, Illinois

PRESENTATIONS

Practice Management Round Table, MGMA Operations Conference, March 3, 2025, Las Vegas, NV, 60 attendees

Operations Executive 3-Hour Forum Workshop, MGMA Operations Conference, March 2, 2025, Las Vegas, NV, 80 attendees

Leading Transformational Change Through Serving Leadership, MGMA Medical Practice Excellence Conference, Denver, CO, October 8, 2024, 150 attendees

O'Connell, Michael, and Cataudella, Mary, Transforming the Onboarding Experience of Frontline Ambulatory Staff through an Innovative Team Approach, ACHE 2024 Congress on Healthcare Leadership, Chicago, IL, March 26, 2024, (presented by Mary Cataudella), 100 attendees

Developing Strategies for Staff Professional Fulfillment, MGMA Medical Practice Excellence Conference, Nashville, TN, October 23, 2023, 125 attendees

Leadership Strategies for Effective Cost Management, MGMA Medical Practice Excellence Conference, Nashville, TN, October 24, 2023, 100 attendees

O'Connell, Michael, and Timothy Morrison, Developing Strategies to Address Ambulatory Care Front-Line Staff Burnout and Professional Fulfillment, American College of Healthcare Executives Congress on Healthcare Leadership, Chicago, IL, March 21, 2023, 204 attendees

The Top 20 Revenue-Enhancing or Cost-Saving Initiatives for Medical Practices, MGMA Medical Practice Excellence Financial and Operations Conference, Orlando, FL, March 20, 2023, 200 attendees

O'Connell, Michael, and Jenny Salinas, Modernizing Patient Experience Measurement Tools as Uniquely Stanford, MGMA Medical Practice Excellence Digital Program, November 10, 2022

Choosing Optimism with Learning and Resilience to Overcome Obstacles, MGMA Medical Practice Excellence Digital Program, November 9, 2022

O'Connell, Michael, and Salinas, Jenny, Modernizing Patient Experience Measurement Tools as Uniquely Stanford, MGMA Medical Practice Excellence In-person conference, Boston, MA, October 11, 2022, 100 attendees

Choosing Optimism with Learning and Resilience to Overcome Obstacles, MGMA Medical Practice Excellence In-person conference, October 11, 2022, Boston, MA, 60 attendees

O'Connell, Michael, and Noone, Rochelle, Developing a Transformational IDHE Strategic Plan: Stanford Medicine Partners Journey, American College of Healthcare Executives Congress on Healthcare Leadership, Chicago, IL, March 28, 2022, 125 attendees

O'Connell, Michael, and Menaker, Ronald, Developing Resilience, Confidence, and Optimism Strategies in a Crisis, MGMA Medical Practice Excellence conference, In-person (October 26, 2021) and Virtual (November 16, 2021), San Diego, CA

Reimaging Stanford Medicine's Ambulatory Access in a Post COVID World, American College of Healthcare Executives Congress on Healthcare Leadership, A Virtual Experience On-Demand, March 22-25, 2021

Innovating During a Pandemic: Learning New Ways of Delivering Care, American Medical Group Association, Southwest Regional Meeting Virtual Series, December 7, 2020, 20 attendees

O'Connell, Michael, and Menaker, Ronald, Leading Change: Executive Leadership Tools and Concepts, MGMA Medical Practice Excellence Conference, A Virtual Experience, October 19, 2020, 600 attendees

Stanford Medicine's New Access Strategy in a Post COVID World, MGMA Medical Practice Executive Conference, A Virtual Experience, October 21, 2020, 200 attendees

Achieving Personal and Professional Success Through Effective Leadership Strategies, Medical Group Management Association, New Orleans, LA, October 16, 2019, 250 attendees

Team Based Care Approach to Meet the Triple Aim, 2019 Medical Group Management Association Conference, New Orleans, LA, October 14, 2019, 100 attendees

Achieving Fellowship Spark Session, 2019 Medical Group Management Association Conference, New Orleans, LA, October 14, 2019, 25 attendees

Leading Change: Executive Leadership Tools and Concepts, 2019 Pacific Northwest Medical Management Conference, Tacoma, WA, May 8, 2019, 3-hour workshop, 40 attendees

ACMPE Changes Roundtable, MGMA19 The State Leaders Conference, Denver, CO, January 26, 2019, 30 attendees

O'Connell, Micheal, and Menaker, Ronald, Leading Change: Executive Leadership Tools and Concepts, Medical Group Management Association 3 Hour Pre-conference Workshop, September 30, 2018, Boston, MA, 80 attendees

O'Connell, Michael, Garrigan, Hilary, and Rattia, Jyotica, Access Optimization: 10 Steps for Meeting Patient Needs, 2018 Medical Group Management Association Conference, Boston, MA, October 1, 2018, 250 attendees

Thirty Cost Savings Ideas to Implement in the Medical Practice, 2018 Medical Group Management Association Conference Webinar, Boston, MA, October 2, 2018, 75 attendees

O'Connell, Michael, Bird, Tracey, and Matthews, Kyle, Advancing Your Career: Ten Tips from the Trenches, 2017 Medical Group Management Association Conference, Anaheim, CA, October 9, 2017, 200 attendees

Creating an Integrated Leadership Model, 2017 Medical Group Management Association Conference, Anaheim, CA, October 10, 2017, 400 attendees

Implementing Effective Leadership Strategies for Success Workshop, 2016 Medical Group Management Association Conference, San Francisco, CA, November 2, 2016, 180 attendees

Thirty More Cost-Saving Ideas to Implement in the Medical Practice, 2016 Medical Group Management Association, San Francisco, CA, November 1, 2016, 415 attendees

MGMA Operations Management: Part Two Webcast Live and On-Demand, Medical Group Management Association, August 9, 2016, 897 registrants

MGMA Operations Management: Part One Webcast Live and On-Demand, Medical Group Management Association, August 2, 2016, 897 registrants

Staying Out of Trouble in the Top 10 Compliance Areas in Medical Practices, AL, AR, CO, FL, IL, LA, MS, MO, and OH Medical Group Management Association State Chapters' Webcast, July 26, 2016, 205 registrants

30 Ideas on How to Save Money in Your Medical Practice, Virginia, Oklahoma, and Missouri MGMA Spring Conferences in Richmond, VA, Oklahoma City, OK, and Osage Beach, MO, March - May 2016, 200 attendees

Workshop on Creating a Shared Leadership Model, 2016 Congress on Healthcare Leadership, American College of Healthcare Executives, Chicago, IL, March 17, 2016, 40 attendees

Applying Mayo and Cleveland Clinic Leadership Strategies for Success, 2015 Medical Group Management Association National Conference, Nashville, TN, October 12, 2015, 400 attendees

30 Ideas on How to Save Money in Your Medical Practice, 2015 Medical Group Management Association National Conference, Nashville, TN, October 12, 2015, 500 attendees

Creating a Patients First Culture: How the Cleveland Clinic Produced Lasting, Sustainable Change, Association of Talent Development (ATD) Webcast, August 27, 2015, 347 registrants

Implementing Leadership Concepts in Practice, Medical Group Management Association Webcast, June 30, 2015, 162 registrants, recording link: <http://mgma.adobeconnect.com/p14ggztwkm3/>

Operations Management: Part One Webcast, Medical Group Management Association, June 16, 2015, 482 registrants

Operations Management: Part Two Webcast, Medical Group Management Association, June 23, 2015, 535 registrants

Creating Empowerment Through Transformational Leadership, Medical Group Management Association National Conference (Leadership Panel and Workshop), October 25, 2014, Las Vegas, NV

Pursing ACMPE Fellowship: A Fireside Chat, national online seminar panel presentation, Medical Group Management Association, February 25, 2014

Creating a Hospital-based Bedside Delivery Program to Enhance the Patient Experience at Cleveland Clinic Regional Hospitals, American Society of Health-System Pharmacists 48th Midyear Clinical Meeting, December 11, 2013, Orlando, FL

Transformational Serving Leadership: Creating High Performing Teams, 2013 Medical Group Management Association National Conference, October 7, 2013, San Diego, CA

30 Safe Practices in 30 Minutes – Creating a Safe Medical Practice, 2013 Medical Group Management Association National Conference, October 7, 2013, San Diego, CA

30 More Safe Practices in 30 Minutes – Creating a Safe Medical Practice, 2013 Medical Group Management Association National Conference, October 7, 2013, San Diego, CA

Transformational Leadership at Cleveland Clinic and Marymount Hospital, Keynote Speech & two concurrent workshops, Greenleaf Centre Asia National Conference, April 16, 2013, Singapore

Staying Out of Trouble in the Top 10 Compliance Areas for Medical Practices, Ohio State Medical Association Annual Management Symposium, April 5, 2013, Columbus, OH

Implementing Serving Leadership at Cleveland Clinic, panel presentation, 2nd Annual International Conference on Serving Leadership, June 20, 2012, Indianapolis, IN.

Bending the Execution Curve: Implementing Successful Organizational Change in Hospitals and Healthcare Organizations, Healthcare Executives Association of Northeast Ohio, February 16, 2012, Euclid, OH

State ACMPE Forum Representatives Round Table, Medical Group Management Association State Leaders Conference, February 10, 2012, Denver, CO

How Will Successful Support Services Executives Respond to the Challenges of Accountable Care, Panel Discussion, 5th Annual Hospital Support Services Forum Executive Conference, October 20, 2011, New York, NY.

Employee Engagement – Building a Culture of Sustainability, Clean Med 2011 Annual Conference, April 8, 2011, Phoenix, AZ

Staying Out of Trouble in the Top 10 Compliance Areas, Medical Group Management Association's 84th Annual Conference, October 25, 2010, New Orleans, LA

Introduction to ACMPE Board Certification, Illinois MGMA Fall Symposium, September 8, 2010, Oakbrook, IL.

Staying Out of Trouble in the Top 10 Compliance Areas, Medical Group Management Association's 84th Annual Conference, October 25, 2010, New Orleans, LA

Sustaining Sustainability: Promoting a Sustainable Culture, Clean Med 2010 Annual Conference, May 13, 2010, Baltimore, MD

Make It Happen: For New Chapter President's and Presidents-Elect, American College of Healthcare Executives 2009 Chapter Leaders Conference, October 20, 2009, Chicago, IL

How to Build Your Medical Practice for Successful Growth with 10 Innovative Outreach Efforts, Medical Group Management Association's 83rd Annual Conference, October 12, 2009, Denver, CO

Developing More Effective Disciplinary Action Strategies for the Medical Group Practice, Medical Group Management Association National Webinar, July 30, 2009, Denver, CO

Sustainability in Healthcare Food Service: Models from Global Health and Safety Initiative Partners, Clean Med 2009 Annual Conference, May 19, 2009, Chicago, IL

Technology Chaos: Getting Back Control through an Efficiency Audit, Medical Group Management Association's 82nd Annual Conference, October 22, 2008, San Diego, CA

Forming a Green Team in Your Medical Group: A Seven-Step "Sustainable" Process to Success, Medical Group Management Association's 82nd Annual Conference, October 21, 2008, San Diego, CA

ACHE Category I and Category II Chapter Education Approaches, American College of Healthcare Executives Leadership Conference, October 7, 2008, Chicago, IL

Healthcare and Sustainability, University of Southern California's Workshop on Economic, Social, and Environmental Sustainability: Designing Organizations for the Triple Bottom Line, October 3, 2008, Los Angeles, CA

Developing Employees to Be High Performers, Ohio Medical Group Management Association 2008 Spring Conference, Webinar, May 16, 2008, Columbus, OH

Creating a Productive Workforce in Three Easy Steps, Ohio Medical Group Management Association Fall Conference, September 21, 2007, Columbus, OH

Becoming Board Certified in the American College of Medical Practice Executives, Miami Valley Medical Group Management Association, September 12, 2007, Dayton, OH

The Price is Right! A Five Step Process to Save Money on Supplies and Inventory, Medical Group Management Association's 81st Annual Conference, Philadelphia, PA, 2007

Charity Care in Urology Practices: How Can We Help Out the Uninsured? Medical Group Management Association's 80th Annual Conference – Urology Administration Assembly Preconference Program, Las Vegas, NV, 2006

Charity Care: Can We Help Out the Uninsured? Medical Group Management Association's 79th Annual Conference, Nashville, TN, 2005

Improving Accounts Receivable through Automation: A Practical Approach for the Physician Office, Healthcare Financial Management Association, The Northeast Ohio Chapter, Cleveland, OH, May 2002

Evaluating Practice for Improved Billing & Collections, Parma Hospital Office Managers, Parma, OH, March 2002

Improving Accounts Receivable Through Automation: A Practical Approach for the Physician Office, Medical Group Management Association's 75th Annual Conference, San Antonio, TX, October 2001

Providing Excellent Customer Service in the Physician's Office through Better Organizational Skills, Parma Community General Hospital Office Managers, Parma, OH, 2001

Physician Involvement in the Governance of an Integrated Delivery System, Medical Group Management Association's 71st Annual Conference, Washington, DC, October 1997

Developing an MSO, Panel Presentation at Healthcare Financial Management Association Regional Meeting, Indianapolis, IN, September 1997

The Impact of Welfare Reform on the Delivery of Health Care at the Local Level, Maternal Child Health panel discussion, Indianapolis, IN, June 1997

Risky Business: Mastering the New Business of Health - Strategic Simulation Series, Memorial Health System, South Bend, IN, Nov 1996 (Trained facilitator for simulation learning lab for designing policies to optimize health of defined populations through a joint venture of The Healthcare Forum & High-Performance Systems)

The Medical Business Process in Billing, Accounts Receivable, and Collections, MHS Leadership Challenge, Notre Dame, Indiana, September 1995

Setting the Foundation for the Electronic Medical Record, Michiana Medical Office Management Association Conference, South Bend, Indiana, March 1995

Team Approach in Job Restructuring & Cross Training, Michiana Medical Office Management Association Workshop, South Bend, IN, March 1994

Project Management: Whose Job Is It? MHS Continuing Nursing Education Network, Chicago, IL, October 1992

PUBLICATIONS/AWARDS

O'Connell, Michael, "Exploring innovative revenue-enhancing and cost saving initiatives for medical groups," *Management in Healthcare*, Henry Stuart Publications, London, England, Fall 2024 Volume 9, pp. 57-78.

Recipient of Senior-Level Healthcare Executive President's Award from American College of Healthcare Executives (ACHE) California Chapter, 2023.

O'Connell, Michael, and Noone, Rochelle, "Stanford Medicine Partners Journey in Creating an IDHE Strategic Plan," *Management in Healthcare*, Henry Stuart Publications, London, England, Spring 2023, Volume 7, Number 3, pp 261-269.

<https://www.ingentaconnect.com/contentone/hsp/mih/2023/00000007/00000003/art00007>

O'Connell, Michael, "Rev Up Your Practice's Revenue," *Physicians Practice*, February 10, 2023,

<https://www.physicianspractice.com/view/rev-up-your-practice-s-revenue>

Christopher Cheny Interview with Michael O'Connell on "How to Cut Costs at Your Medical Group", February 21, 2023, *Health Leaders*, <https://www.healthleadersmedia.com/clinical-care/how-cut-costs-yourmedical-group>

Received American College of Healthcare Executives (ACHE) Exemplary Service Award, November 2020

O'Connell, Michael, "Five More Ways to Improve Patient Access," *Physicians Practice*, April 11, 2019,

<https://www.physicianspractice.com/health-it/5-more-ways-improve-patient-access>

O'Connell, Michael, "Five Ways to Improve Patient Access," *Physicians Practice*, January 14, 2019,

<http://www.physicianspractice.com/practice-management/5-ways-improve-patient-access>

O'Connell, Michael, "Thirty Cost Savings for the Medical Practice," *The Journal of Medical Practice Management*, May/June 2016, Vol. 31, Number 6, pp. 380-382.

O'Connell, Michael, "Patients First," *Association for Talent Development (ATD)*, August 2015, pp. 59-62.

Improving Patient Care with the Structural Tension Model, *Medical Group Management Association Executive View*, June 2015, pp. 10-13.

Edited chapter "Tools for Managing Operations" in the book "Financial Management for Medical Groups," 3rd edition, MGMA-ACMPE, 2013.

Received American College of Healthcare Executives (ACHE) Distinguished Service Award recognizing contributions to healthcare management excellence, 2013.

O'Connell, Michael, "7 Elements of an Effective Corporate Compliance Program", *MGMA Connection*, January 2012, pp. 21-23.

O'Connell, Michael, "Creating a Triple Bottom Line in Your Medical Group for Social, Economic, and Environmental Sustainability," *Sustainable Healthcare* A Hospital Development Magazine, August 19, 2010.

O'Connell, Michael, "10 Ways to Manage Better During Difficult Financial Times", *MGMA Connection*, February 2010, pp. 25-26.

O'Connell, Michael, "Good Things Come in 3's: A Triple Bottom Line for Social, Economic, and Environmental Sustainability", *MGMA Connection*, January 2010, pp. 19-20.

Recipient of Senior-Level Healthcare Executive Regent's Award from American College of Healthcare Executives (ACHE), 2008.

O'Connell, Michael, "How Green is Your Practice" *MGMA Connection*, September 2008, pp. 44-49.

O'Connell, Michael, "The Price is Right! A Five Step Process to Save Money on Supplies and Inventory," *MGMA Connection*, February 2008, pp. 30-32.

O'Connell, Michael, *Human Resource Management: Medical Practice Management*, Body of Knowledge Review, Volume 3, Medical Group Management Association, Denver, CO, 2006.

O'Connell, Michael, "Prepare to Manage the Uninsured: Approach Charity Care with a Clear Policy, Training," *The Physician's Advisory Private Practice Success*, January 2006, pp. 1, 5.

Authored chapter "*Human Resources Management in Group Practice*" for a book published by Jones and Bartlett titled "Physician Practice Management: Essential Operational and Financial Knowledge," 2005.

O'Connell, Michael, "Consultations: help your practice meet Medicare's billing criteria," *hcPro Health Care Auditing Strategies*, Vol. 3, No. 9, September 2004, pp. 1-4.

O'Connell, Michael, "Review procedure coding for correct reimbursement and compliance," *hcPro Health Care Auditing Strategies*, Vol. 3, No. 9, September 2004, pp. 1, 6-7.

O'Connell, Michael, "Use these four easy steps for physician documentation," *hcPro Health Care Auditing Strategies*, Vol. 3, No. 3, March 2004, pp. 1-4.

O'Connell, Michael "Developing a Coding Department," *MGMA Connection*, Nov/Dec 2003, pp. 36-37.

O'Connell, Michael, "Case Study: How to Develop a Financial Policy," *hcPro Strategies for Health Care Compliance*, formerly Corporate Compliance Officer, Vol. 7, No. 12, December 2003, pp. 1-2, 5, 12.

American College of Medical Practice Executives 2003 Case Studies for Fellowship:

- Redesigning a Central Billing Office
- Developing a Coding Department
- Developing a Productivity System for a Central Billing Office

Author and Contributor, "Ask An Expert" Column (20 articles), *hcPro Compliance Monitor*, Opus Communications, 2001-2004.

- Vol. 7, No. 39, May 19, 2004, "Tip: Expert Advice on Auditing Physician Documentation"
- Vol. 6, No. 91, Nov 12, 2003, "What Are Medicare Requirements for Dates on Physician Orders?"
- Vol. 6, No. 85, October 24, 2003, "Do Physicians' Orders Have An Expiration Date?"
- Vol. 6, No. 69, August 29, 2003, "Can We Require Uninsured Patients to Pay Up Front?"
- Vol. 6, No. 57, July 18, 2003, "Can We Bill for Services if a Patient Complains About Them?"
- Vol. 6, No. 53, July 4, 2003, "May I Withhold Access to a Patient's Medical Record Because of a Past Due Account?"
- Vol. 6, No. 47, June 13, 2003, "How Can We Convince Our Physician to Complete the Superbill?"
- Vol. 6, No. 41, May 23, 2003, "Can We Integrate Compliance and Grievance Reporting Systems?"
- Vol. 6, No. 29, April 11, 2002, "What is Role of the NP and PA in a Physician Practice?"
- Vol. 6, No. 21, March 14, 2003, "Can We Legally Have a Patient Pre-sign an ABN?"
- Vol. 6, No. 17, February 28, 2003, "What Can We Do About Illegible Physician Handwriting?"
- Vol. 6, No. 9, January 31, 2003, "Can We Charge a Patient for a Cancelled Procedure?"

- Vol. 6, No. 3, January 10, 2003, "What is Physician Obligation to Patient if a Health Insurance Plan Drops a Physician?"
- Vol. 5, No. 101, December 20, 2002, "Is It Appropriate to Develop a List of Commonly Used Diagnosis Codes?"
- Vol. 5, No. 90, November 8, 2002, "How Should an ASC bill for Surgical Assistance?"
- Vol. 5, No. 76, September 20, 2002, "What Are Federal and State Guidelines for Physician Orders?"
- Vol. 5, No. 42, May 24, 2002, "Can We Use Forms to Document Patient Visits?"
- Vol. 5, No. 30, April 12, 2002, "If a Patient is Seen at a Family Practice that has 5 Physicians & no Physician Assistants, Should Each Claim Include Name of the Provider Who Rendered the Services?"
- Vol. 5, No. 16, February 22, 2002, "When a Physician Employs a Mid-Level Provider, Should Claims Performed by them be Submitted in the Physician's Name or in Their Name?"

How Electronic EOBs Improved An Ohio Group's Reimbursement Follow-up, *Financial Management Strategies for Medical Offices*, December 2001.

O'Connell, Michael "TQM: Can It Make a Difference?" *MHS Environmental Assessment*, FY92.

O'Connell, Michael "Selected Speakers and Consultants on Continuous Quality Improvement", *Dialog - A Publication of the Michigan Society for Healthcare Planning and Marketing*, October 1991.

O'Connell, Michael "The Influence of Mercy Values on Capitol Hill," Mercy Health Services 1987 Third Annual Leadership Forum Morning Edition.

PROFESSIONAL ASSOCIATIONS/LEADERSHIP POSITIONS

American College of Healthcare Executives, Chicago, IL (Member 1984, Board Certified in 1989, Fellow 2007)

- Member, Programs, Products, and Services Committee (2009 – 2011. 2024-2025)
- James A. Hamilton Book of the Year Committee (2014, 2015)

American College of Medical Practice Executives (ACMPE), Denver, CO (Certified 1997, Fellow 2003)

- Ohio Forum Representative (2005 – 2018)
- Midwest Forum Coordinator (2008-2010)
- Task Force on ACPME Activities Committee, 2008
- Chair, Advancement Committee (2010-2012)
- ACMPE Certification Commission: Board Member (2015 – 2017), Chair (2018-2019)

California Association of Healthcare Leaders, San Francisco, CA

- Member (2018-2025)
- Regent's Advisory Council (2019-2021)
- Member, Senior Executive Engagement Committee, 2025
- Member, Career Transition Committee (2024-2025)
- President-Elect, Board of Directors (2021) and President (2022) and Immediate Past President (2023)

Garfield Heights Chamber of Commerce Board of Directors, Garfield Heights, OH (2013-2016)

Greater San Francisco Community Advisory Board Member, Wells Fargo (2018 – 2021)

Healthcare Executives Association of Northeast Ohio (HEANO), Cleveland, OH (2003-2010)

- Board Member (2003 - 2010), Sponsorship Chair (2005), President-elect (2007), President (2008-09), Immediate Past President (2010)

Indiana Medical Group Management Association, Columbus, OH (1993 to 1999)

Medical Group Management Association-American College of Medical Practice Executives, Denver, CO

- Task Force on ACMPE Activities at Annual Conference (2008)
- MGMA Midwest Section Executive Committee (2010-2012)

- Member, Section Council Steering Committee (2011-2012)
- Member, Publications Advisory Panel (2012-2016)
- Chair, National/State Relations Task Force (2012-2013)
- Member, Board of Directors (2019 – 2023)

Mercy Health Services Environmental Concerns Committee, Chair, 1991-1992

Michiana Medical Office Management Association, South Bend, IN (1993 to 1999)

- Board of Directors (1994-1997); President (1997); Program Committee Chair (1993 - 1995)

Michigan Hospital Association, Southeast Michigan Hospital Council, Physician Supply Task Force (1990)

National Medical Staff Services Association (Certified Member 1992-96)

Ohio Medical Group Management Association, Columbus, OH (2000 – 2017)

- Member, Board of Directors (2005 – 2017)
- Chair, Webinar Programming (2010-2013)
- Chair, ACMPE Advancement Committee (2013-2017)

ACADEMIC APPOINTMENTS

Indiana Institute of Technology, South Bend, Indiana

Adjunct Instructor, Business Administration, 1997 to 1998

Course work: Public relations, human resources, organizational behavior, business law, & materials management

University of Detroit and Mercy College of Detroit, Detroit, Michigan Adjunct Professor, Healthcare Administration, 1989 to 1992

Course work: Financial management and economics to undergraduate and graduate students