

DORATHY UBIAM, DHA



Some leaders chase claims; I chase clean claims. Healthcare Administration Director

HIGHLIGHTED SKILLS

Medical Regulation Expert (HIPAA, CMS, Medicare & Medicaid)

Reduced outstanding accounts receivable by 35%

Lead 250 person Nursing Home Long Term Care Facility that included payroll, scheduling, remediation.

Implemented end to end operational efficiency workflows resulted 25% savings.

WEBSITE

dorathyu.com

ACADEMICS

- **DOCTOR OF HEALTHCARE ADMINISTRATION (DHA)** | WALDEN UNIVERSITY | 2025
- **MASTER OF SCIENCE, HEALTH SERVICES ADMINISTRATION** | STRAYER UNIVERSITY | 2021
- **BACHELOR OF SCIENCE, POLICY STUDIES & ADMINISTRATION** | UNIVERSITY OF CALABAR, NIGERIA | 2008
- **MEDICAL ASSISTING, EKG, PHLEBOTOMY** | METROPOLITAN INSTITUTE OF HEALTH & TECHNOLOGY | 2020

Doctorate in Healthcare Administration | Public Health Analyst | Cut High Balance A/R by 35%, Improved Workflow Efficiency 25%, and Strengthened **Denial Prevention Across a \$400M+** Skilled Nursing Network

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It's a line Dorothy Ubiam delivers with a smile but behind the joke is a career built on turning chaotic healthcare operations into predictable, compliant, high performing engines.

Dorathy is a Director and Doctorate prepared healthcare administrator who has led front line teams across skilled nursing and health technology environments to reduce high balance A/R, tighten compliance, and improve end-to-end workflow efficiency.

At Autumn Lake Healthcare, I helped optimize a multi facility skilled nursing network cutting outstanding high balance accounts receivable by 35% and improving operational efficiency by 25% through structured process mapping, payer driven requirements gathering, and disciplined execution.

Executive Leadership & Strategy

Dorathy combines this operational experience with deep exposure to healthcare data, payer rules, and regulatory frameworks (HIPAA, CMS, Medicare & Medicaid requirements). She has served in dual roles as HR/Business Office Director and Business Office Director at Autumn Lake Healthcare, giving her a rare vantage point at the intersection of people, process, and cash flow.

In these roles, she ensured that resident admission agreements, documentation, and billing practices were aligned with payer and regulatory expectations across 120+ resident accounts, while also leading teams through change and performance improvement.

PROFESSIONAL & PERSONAL HIGHLIGHTS

Outside of her day-to-day leadership responsibilities, Dorathy is investing heavily in her professional brand and social capital building a stronger digital footprint, sharing her expertise with peers, and mentoring emerging healthcare leaders.

As she continues writing her book and expanding her publications portfolio, she aims to be not only a high impact operator inside healthcare organizations, but also a visible voice shaping how the industry thinks about patient safety, compliance, and administrative leadership in the years ahead.

Dorathy serves as HR/Business Office Director at Autumn Lake Healthcare while also contributing as a Medical Assistant Coaching Students at the Metropolitan Institute of Health & Technology. She continues to strengthen her technical toolkit—bringing exposure to SQL and healthcare data tools alongside her EMR, billing, and reimbursement experience—to stay ahead of the analytics demands in the healthcare industry.

Throughout her career, Dorathy has been trusted as a “mover and shaker” who can:

- Build and lead cross functional teams in high stakes, regulated environments.
- Translate payer, regulator, and corporate requirements into clear workflows and measurable KPIs.
- Communicate with Director of Nursing's, RNs, LPNs and residents, and front-line staff in a way that aligns everyone around patient care and financial sustainability.