

DORATHY UBIAM, DHA

Doctorate in Healthcare Administration | Public Health Analyst | Upper Marlboro, MD |
240-667-6541 | dorathyudosen@yahoo.com |
www.linkedin.com/in/dorathy-ubiam-healthcare-admin | www.dorathyubiam.com

Executive Summary

Doctorate in Healthcare Administration and HR/ Business Office Director with a track record of driving double digit improvements in A/R, workflow efficiency, and compliance across high volume Medicaid/Medicare post acute care settings. At Autumn Lake Healthcare, a multi facility skilled nursing organization with estimated revenue above \$400M, led HR and business office operations that reduced outstanding high balance A/R by 35% and increased revenue cycle workflow efficiency by 25%. Skilled at aligning HR strategy, policy, and talent development with regulatory requirements and financial goals to support sustainable growth and superior patient experience.

Core Leadership Competencies

- Long term care HR & Workforce Planning / Business Office
- Revenue Cycle Management (Medicaid/Medicare, Payer Ops)
- Policy Development & Regulatory Compliance (HIPAA, CMS)
- Process Mapping, KPI Design & Workflow Optimization
- Stakeholder Engagement & Cross Functional Leadership

Technical & Analytical Skills

- EHR/EMR & Clinical Documentation Systems | Revenue Cycle & Admissions Systems | Power BI | SQL | Microsoft 365 | Virtual Collaboration Platforms

Professional Experience

Independent Healthcare Consultant (Part-Time) | Various Clients | 09/2025 – Present

- Conduct operational and workflow assessments for healthcare organizations, identifying process gaps that impact patient experience, compliance, and cash flow.
- Developed action plans that improved quality outcomes and organizational performance, including standardizing intake and billing steps to reduce errors and rework.
- Delivered data driven recommendations aligned with CMS and payer requirements, improving audit readiness and reducing compliance risk.

Teaching – Tutor, British Curriculum (IGCSE & A-Level Biology)

Elimu Plus School & Online Education Center | 08/2025 – Present (Part-Time)

- Taught IGCSE and A Level Biology, achieving measurable improvements in exam readiness through syllabus-aligned lesson planning and data-driven assessment.

- Designed and graded formative and summative assessments, monitoring student performance trends and implementing targeted interventions for underperforming learners.
- Collaborated with parents and colleagues to improve learner outcomes and satisfaction, reinforcing communication and coaching skills valuable in HR leadership.

HR / Business Office Director

Autumn Lake Healthcare | Silver Spring, MD | 04/2022 – 05/2024

- Directed HR and business office operations for a skilled nursing facility within a large multi-state network, contributing to financial performance within an organization generating hundreds of millions in annual net patient revenue.
- Re-engineered revenue cycle workflows by gathering requirements from internal teams and payers, reducing outstanding A/R on high-balance accounts (>\$2,300) by 35% and increasing operational efficiency by 25%.
- Led admission agreement audits and regulatory documentation reviews that improved HIPAA and CMS compliance and strengthened survey preparedness.
- Established program standards, policies, and evaluation plans for the business office, enhancing consistency in billing, collections, and resident communication.
- Handled complex customer service issues, resident concerns, and family escalations, increasing satisfaction and reinforcing trust in facility operations.
- Managed census monitoring and documentation accuracy, supporting reimbursement integrity and regulatory reporting.
- Coordinated transportation logistics for residents' medical appointments and maintained relationships with hospitals and providers to ensure continuity of care.
- Doctoral Peer Mentor (Volunteer)

Walden University – School of Health Sciences | 08/2024 – 11/2025

- Mentored Doctor of Healthcare Administration learners on research design, scholarly writing, and program milestones, improving persistence and on time progression.
- Coached peers on evidence based practice and academic standards, sharpening leadership, communication, and coaching skills.

Education

- 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