

# Willye Ohotto

Clinic Director

## 📁 Employment History

### Clinic Director at Baptist Health, AR

Apr 2022 - Present

- Led a team of 15 health care providers that served an average of 400 patients per day.
- Increased patient satisfaction scores by 10% in first 6 months.
- Reduced clinic costs by 5% without compromising quality of care.
- Implemented new EHR system and trained staff on its use.
- Negotiated with insurance companies to get better coverage for our patients.

### Assistant Clinic Director at University of Arkansas for Medical Sciences, AR

Sep 2020 - Feb 2022

- Led a team of 10 nurses and 5 administrative staff members.
- Increased patient satisfaction scores by 15%.
- Reduced no-show rate by 10%.
- Implemented new policies and procedures that increased efficiency by 20%.
- Trained new employees on clinic procedures.

### Clinic Manager at Mercy, AR

Aug 2015 - Jul 2020

- Led a team of 10 clinicians and support staff in providing high-quality patient care at an outpatient clinic.
- Managed the daily operations of the clinic, including scheduling, billing, and record keeping.
- Ensured that all patients received prompt and courteous service.
- Implemented new policies and procedures to improve efficiency and patient satisfaction.
- Maintained a 99% patient satisfaction rating for two consecutive years.

## 🎓 Education

### Doctor of Medicine at University of Arkansas for Medical Sciences

Sep 2011 - May 2015

Some skills I've learned are: critical thinking, problem solving, time management, teamwork, and effective communication.

## 📄 Certificates

### Certified Medical Director (CMD)

Oct 2020

### Certified Clinic Administrator (CCA)

Jun 2019

## 📄 Memberships

American Medical Association

American Academy of Family Physicians

## Details

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## Links

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## Skills

Management

Communication

Leadership

Organization

Planning

Problem Solving

Critical Thinking

## Languages

English

German

## Hobbies

Organizing

Listening to music

Watching TV