

208 SW 77th Terrace
Gainesville, FL 32607

352-317-2621 cell or
392-1163 X 14275 work
Ratlift2@ufl.edu

Toni Ratliff, BSN, RN, MBA

Objective

Combine clinical and business degrees to advance healthcare

Experience

2007–present **University of Florida** Gainesville, FL

Associate Director Health Administration – Student Health Care Center

- Serves as CFO, COO, CIO of University of Florida Student Health Care Center (UF SHCC) and its three acute care satellites; 400 pt visits/day, \$18 million budget, 250 employees, reports to UF College of Medicine at Shands Health Science Center
- Ensures adherence to accreditation standards, insurance rules and regulations, coding, and all healthcare related state and federal laws
- Successfully leads change management initiatives increasing financial, operational, technological and organizational efficiencies and effectiveness exceeding UF/SHCC goals
- UF SHCC HIPAA Privacy Officer and Information Security Administrator in a totally electronic health record system

2003- 2007 **University of Florida** Gainesville, FL

Associate Director Health Administration – Student Health Care Center

- Served as the COO, CIO, and clinical administrator over ancillaries (lab, pharmacy, radiology) for UF SHCC
- Ensured successful practice management transition to electronic health record
- UF SHCC HIPAA Privacy Officer and Information Security Administrator
- Achieved UF HIPAA Privacy best practices on initial audit
- Security Contingency Plan was used as UF model

2001–2003 **University of Florida** Gainesville, FL

Assistant Director Health Administration - Student Health Care Center

- CIO and principle officer over all QI/RM/IC,HIM, regulatory, accreditation, and support services
- Received AAAHC accreditation with no deficiencies as well as College of American Pathologists, lab accreditation with distinction. First time in history of UF SHCC accreditation.
- Successfully lead transition from walk-in to appointment-based system

1999-2001 **Nationwide Insurance** Gainesville, FL

Manager - Medical Billing Audit Dept.

- Responsible for finance and operations of medical review and coding reimbursement of medical insurance claims for 20 states, 40,000 bills/month, \$4 million budget
- Increased financial, quality, production and time service from not meeting standards to exceeding standards within 1st quarter of hire
- Successfully transitioned information systems

1998-1999 **Shands Hospital HomeCare** Gainesville, FL
Clinical Application Specialist – Information Systems

- Transitioned multiple home healthcare offices (Gainesville, Lake City, Live Oak, Starke, and Williston) from paper medical charts to EMR
- Ensured adherence to JCAHO accreditation, regulatory, state, national, and federal standards/laws through clinical practice and performance management
- Developed and implemented EMR training for all clinical and non-clinical staff

1996-1998 **Shands Hospital HomeCare** Gainesville, FL
Regional Quality Manager

- Appointed member of Shands Hospital Medical Ethics Committee
- Accountable for organizing, coordinating, administering and evaluating 15 home healthcare offices QI, JCAHO accreditation, regulatory, licensure, state and federal laws, and coding reimbursement activities
- Ensured linkages between hospital and home health discharge planning
- Facilitated Continuous Quality Improvement projects and interdisciplinary collaboration while providing hands-on nursing care to complex medical patients

1991-1996 **AV-Med SantaFe HomeCare** Gainesville, FL
Quality Assurance Coordinator

- Expanded RM/QI/IC, regulatory, JCAHO accreditation, licensure, coding activities from 1 to 9 home healthcare offices
- Initiated linkages between UF College of Nursing and developed/implemented the first Home Health Nursing preceptor program
- Responsible for hiring of clinical staff during 40% growth of home healthcare

1981-1987 **North Florida Regional Hospital** Gainesville, FL
Clinical Registered Nurse

- Supervisor and staff nurse in Cardiac, Surgical and Medical Critical Care, General Medical-Surgical specialties including telemetry, ventilators, neuro, trauma, wound and diabetes care
- Co-author cardiac surgery patient education booklet
- Wrote cardiac standards of care for North Florida Regional Medical Center

Education

1998 **Nova Southeastern University** Ft Lauderdale, FL
Master's in Business Administration

- 3.8 GPA while working full time

1980 **University of Florida** Gainesville, FL
Bachelor's Science in Nursing

- 3.475 GPA
- Accepted into National Nursing Honorary Society – Sigma Theta Tau
- Elected Student Senator – University of Florida Student Government
- Commencement Speaker – UF Nursing graduation class 1980

Appointments

University of Florida, Gainesville, FL

- Accepted into University of Florida Leadership Program – 2007 - 2008
- Adjunct Faculty – 2001-present – University of Florida, College of Public Health

and Health Professions, Masters in Healthcare Administration program. Professor of Performance Improvement in Healthcare Management, Spring 2009

- University of Florida Security Program for the Information and Computing Environment Project Team 2004
- University of Florida HIPAA Taskforce 2002

Santa Fe College, Gainesville, FL

- Board of Directors – 2000-present – College of Business, Health Information Management
- Board of Directors – 1996-1998 – College of Health Related Professions, Emergency Medicine

Eighth Judicial Circuit Court Guardianship Examining Committee, Gainesville, FL

- Appointed member 2005 – present
- Examine patients for mental and physical capacity per court order (patients examined in hospitals, long term care facilities, mental and physical rehab facilities and home settings)

American College Health Association, Washington, DC

- Co-chair national HIPAA taskforce – 2001-2003

State of Florida Board of Nursing, Tallahassee, FL

- Advisory Board – 1996-1998 - Developed nursing clinical curriculum standards for Florida community colleges

Shands Hospital, Gainesville, FL

- Medical Ethics Committee – 1996-1998 – Shands Health Science Center

Florida Hospital Association, Orlando, FL

- Board of Directors –1995-1996 – Home Health Association

Governor of Florida, Tallahassee, FL

- 1986-1987 - Governor's Task Force on the Future of Nursing

Sigma Theta Tau, Gainesville, FL

- National Nursing Honorary Society 1980

License/Certifications

- Licensed Registered Nurse, State of Florida, #RN1231262
- Certified Continuous Quality Improvement Facilitator
- Telemetry Certified

Publications and Presentations

- American College Health Association (ACHA), HIPAA Privacy chapter in *ACHA Blue Book*, 2003
- Northeast Regional College Health Association, New Jersey, 2002, presenter *HIPAA Privacy Rule Tools*
- American College Health Association, Washington DC, 2002 National Convention, presenter, *HIPAA Panel of Experts*
- American Hospital Association, Society for Ambulatory Care, Arizona, 1999, *Ethical and Legal Quality Management*
- Florida Hospital Association, Florida, 1998, *Home HealthCare Benchmarking Through Florida Hospital Association*
- Shands Health Science Center, Florida, 1998, *Medical Ethics Grand Rounds*.
- Co-authored *Surviving the Chaos of Merger Mania, Caring*, October 1998
- Co-authored *Cardiac Surgery, NFRMC Patient Education*, 1986