

JASON C. HIRSBRUNNER

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CHIEF OPERATING OFFICER, MULTI-SPECIALITY CLINIC

Creates value for patients and stakeholders by optimizing clinical efficiency and unleashing a culture of problem-solvers where improving the work is the work.

Visionary Officer accomplished with integrating the strategic plan of an organization with the daily operations. Cultural architect charged with embedding a management system designed to bring organizational strategy to where the value is created for the patients. Talented and inventive professional with a proven track record of accelerating overall growth through strong tactical and operational development of cross-functional teams, robust systems management and cultural transformation. Specializing in character and customer-service renovation creating positive momentum in both the workforce and the community.

Core Knowledge and Skills:

- | | | |
|--------------------------|---------------------------|------------------------------|
| ➤ Operational Leadership | ➤ Cultural Transformation | ➤ Process Improvement |
| ➤ Lean Tool/Techniques | ➤ Project Management | ➤ Supply Chain Understanding |
| ➤ Market Positioning | ➤ Strategic Planning | ➤ Space Allocation |
| ➤ Facilities Design | | |
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PROFESSIONAL EXPERIENCE

CHRISTIE CLINIC-Champaign IL

One of the largest physician-owned, multi-specialty group medical practices in Illinois with annual revenue approaching \$200MM. With 180 providers practicing in more than 18 clinical locations and over 40 primary/specialty departments, Christie Clinic serves generations and provides comprehensive healthcare to its community and their patients.

Chief Operating Officer

11/2014-Present

Assist the Chief Executive Officer in providing leadership and day-to-day direction for the operations of all clinic locations and Facilities Management Department. Responsible for short and long-term planning, direction and coordination of both patient and non-patient activities. Leadership and strategic direction for all operational specialty outreach services and facility activity of the Clinic Management Company and all related organizations.

Selected Accomplishments:

- **Fiscal Returns to Shareholders** Strong continued growth in net income and market share. Maintaining MGMA margin of almost 25% average work RVU to actual compensation.
- **Complete overhaul of Clinical Administrative structure** to better support the goals and outcomes of the Department Chairs of each Primary Care and Specialty clinic. In partnership with the CMO, instituted a dyad system to partner clinical outcomes with business practices.

PROFESSIONAL EXPERIENCE CONTINUED

- **238% increase in Ancillary revenue** fourteen months after reversing a plan to outsource entire Physical Therapy department due to years of underperformance.
- **Clinic Growth** in completely new market by bringing in new providers and spearheading a consolidation plan for existing independent physicians.
- **Primary Care Schedule Redesign** focusing on online appointments to allow convenience and access for our patients.

Director of Support Services

4/2012-11/2014

Organized traditional departmental silos into a multi-disciplined team connected to a vision of providing a superior customer experience. Focused scarce marketing capital towards our target consumer and clarified brand positioning within the community. Redefined supply-chain expectations relative to serving the internal customers. Set clear and defined expectations of product delivery at the right place and price.

Selected Accomplishments:

- **Generated Savings of \$400k** by engaging the Facilities Department with an inspiring vision, focused objectives and enabling team-member ideas.
- **Oversaw multi-million dollar growth/renovation strategy** that repeatedly came in on-time and under budget.
- **Thirty-five percent increase** in same day completion of work orders allowing the flow of patients to remain uninterrupted.

Director of Process Improvement

3/2010-11/2014

Instrumental in shifting the organizational lean journey from one of an event based improvement model to a true cultural transformation. Facilitated and translated strategic goals into objectives that resulted in action taken by front line team members yielding significant results. Coached executives and senior peers to redefine top-down leadership into one of coaching and collaboration at all levels. Instrumental in creating an environment of engagement aligned towards closing performance and quality gaps relevant to the business and patients.

Selected Accomplishments:

- **100% Deployment** of the Leadership System across the organization including all front/back end functions and multiple clinical sites.
- **20,000+ implemented improvements** resulting in three consecutive year-over-year improvements in overall clinic net profit.
- **\$30,000 in unbudgeted revenue** by hosting Healthcare and Industry executive site-visits in order to teach and train on cultural transformation.

Manager of Pharmacy Services

11/2007-3/2010

Oversaw the general operations of two retail pharmacies, as well as, the procurement of inter-office vaccines and chemotherapy medications. Negotiated formulary contracts with vendors and manufacturers to maximize incentives and volumes. Envisioned and implemented a variety of campaigns to increase customer awareness and brand loyalty for current patients and the general public.

Selected Accomplishments:

- **Increased revenue and error proofed medications** in the Oncology Department by overseeing and the ad-mix and chemo prep process.
- **33% increase in inventory turns** resulting in capital freed for other organizational priorities.

PROFESSIONAL EXPERIENCE CONTINUED

MERCY MANAGEMENT LLC-Skokie, Il
Regional Administrator

7/2000-11/2007

Long-Term Care Administrator responsible for the regulatory and financial compliance of seven facilities throughout the state of Illinois. Enforced policies and procedures to assure regulatory compliance with state and federal agencies with extremely positive results. Increased profitability at multiple locations by streamlining staff, building strong teams of departmental managers and improving customer satisfaction.

EDUCATION

M.B.A University of Illinois, Champaign, IL
B.F.A.-Illinois Wesleyan University, Bloomington, IL

WATSON CLINIC

Jason Hirsbrunner is the Chief Executive Officer of Watson Clinic, a role he has held since 2022. Previously, he had served as the Chief Operating Officer of Christie Clinic in Champaign, IL. He received his Bachelor's from Illinois Wesleyan University in Bloomington, IL, and his Master of Business Administration degree from the University of Illinois in Champaign, IL. In his role as Chief Executive Officer of Watson Clinic, Mr. Hirsbrunner works to inspire financial and market growth, strengthen the clinical administrative structure, and improve clinical outcomes and business practices.

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Dermatology at Sun City Center • Dermatology at Zephyrhills • Highlands • Main • Medical Spa • North Pediatrics • Orthopaedics at Winter Haven
Plant City • South • Surgery Center • Urgent Care Main • Urgent Care South • Women's Center • XpressCare Highlands

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