

Michael Swedenburg

As an outcome driven leader, cultivating team builder, dynamic district manager and consultant with 28 years of experience, I have developed many transferable skills. Currently seeking a challenging management consultant position, in which to fully utilize the experience and expertise gained as a highly motivated team oriented management professional that will be an asset and enhance your company.

Experience

Nov 2010 to current Metro Staffing Arkansas
Physical Therapist

Contract evaluating therapist providing quality care, training to patients, family and staff while working with internal and external case managers including a multitude of commercial insurance plans from around the country, workers compensation network the military and VA networks, Medicaid and Medicare.

1997 - 2010 Aegis Therapies Arkansas
District Manager/ Rehab Consultant

Interdisciplinary Operational and Clinical Manager that achieved financial and clinical outcomes by implementing programs with facility integration and buy in as I traveled throughout the state of Arkansas. Personally responsible for the financial outcomes and with monthly P&L review as well as weekly monitoring. Had full responsibility for interviewing and staffing rehab departments for a variety of customers while understanding their needs and objectives. Developed and implemented the operational and clinical protocols to achieve and monitor outcomes while running a consistent profitable multi-million dollar piece of business. Recognized for the *'Best Clinical Outcomes'* in the 7 state region.

I worked closely with different Providers by seeking to understand, then integrating and training each of the onsite managers to empower them and their teams in service excellence. Active participant in various customers' monthly District Quality Counsels and QAA meetings on a facility, district and regional basis. Customer Partnerships were key as they saw me as part of their team. I was asked and presented at multiple national/regional meetings. I was awarded *'Best Customer Service'* recognitions in a 7 state area.

Actively and consistently provided individualized/personalized performance planning, coaching and consulting as I worked through situational leadership with a variety of personalities and situations. Team building and caring resulted in being awarded *'Best Employee Retention'* in a 7 state region. Worked closely with both the regional and national sales and marketing teams facilitating New Business Development for every new contract in Arkansas for Aegis Therapies as well as was the lead on a multi-state chain of business. to understand markets and changing regulations then proactively managing and ensuring Services, Compliance, Survey Preparedness, Denial Management and marketing resulting in being recognized with the *'Most Growth in Existing Business'* award again in a 7 state region.

Additional responsibilities included representing Aegis at multiple tradeshow and school recruitment fairs including each one every year that was held in Arkansas. I was asked by Divisional teams for assistance with operations and problem solving in Missouri and Mississippi.

I also served annually as a CEU educator, program trainer and speaker for each Balance Management, Complex Disease Management and Pain Management programs. I assisted in the development of the Pain Management program and was the initial trainer nationwide participating in 'Train the Trainer'. Also responsible for expense reports, CEU, ATO management for therapists in the state.

1993-1997 RehabWorks Arkansas and Southeastern region
Rehab Consultant/Clinic Director

Traveled extensively throughout six southern states including Texas to Georgia while based in home office in Arkansas. Worked closely with State Directors and Regional VP/team oversee state consultants and to drive the clinical programs to achieve their financial outcomes for both the company and customer. In charge of setting a clear vision for the clinical operations and consultants in several states, including orientation and training, clinical programming and implementation.

I initially joined RehabWorks to run their largest OP clinic in the state before moving into the consultant role. I had oversight of their other 4 profitable OP clinics around the state. I had to plan, build, equip and staff along with setting up and meeting with different payors and contract networks.

1983 - 1992 Baptist Health Little Rock, AR
Clinic Manager/ Clinical Coordinator

Provided patient care, and development/oversight of clinical education programs and internships. Developed the program from 3 schools to 13 universities around the nation for clinical internships. Was asked to speak at the LA state Physical Therapy association on clinical program development. Personally had operational management of Baptist Health's largest Out-Patient clinic, marketing clinic services, and working closely with different Managed Care/other insurances including Medicare/Medicaid. I also developed a Work Conditioning program and Back School program as well as being a mentor for new Clinic Directors.

Education

1981-1983 Texas Woman's University Houston, TX
M.S. in Physical Therapy

1977-1981 Ouachita Baptist University Arkadelphia, AR
B.A. in Psychology with Biology minor

High School Korea Christian Academy Taejon, South Korea
Diploma

Continuing Education: too numerous over the past 28+ years. Courses on Outcomes, Sales training, Situational Leadership, Emotional Intelligence, Enhancing Clinical Reasoning, Compliance, Harassment, Documentation, Medicare, Manage Care, Billing, Balance, Pain, Contenance, Dementia, Complex Disease Management, Wound care, Geriatric Care, multiple semi-annual leadership and management trainings, RUGs III & IV, MDS 2.0 & 3.0, NDT, RSD, Muscle Energy techniques, and Allen Cognitive Levels

Awards

Best Employee Retention, Best Customer Service, Best Clinical Outcomes, Most Growth in Existing business, Active contributing member of both the Clinical Region and Region of the Year 2007-2009