

SETH A. TERRANA

Stoughton, WI 53589

(757) 362-6779

[seth.terrana@yahoo.com](mailto:seth.terrana@yahoo.com)

<https://www.linkedin.com/in/seth-terrana-mba-59a7a8224>

---

## **HEALTHCARE ADMINISTRATION | PROGRAM MANAGEMENT | CLINIC LEADERSHIP**

Healthcare Operations and Program Manager with extensive experience planning, implementing, and leading emergency and primary care operations in the United States Navy. Accomplished measurable results while managing and developing multidisciplinary teams of healthcare specialists in dynamic, fast-paced environments. Designed outcome-based metrics for improving efficiency, mitigating risk, and protecting patient safety and assets. Skilled in workflow optimization, resource allocation, and cross-functional interdepartmental collaboration. Career supported by the completion of an Executive MBA in Healthcare Administration.

- Program Leadership
- Policy Implementation
- Healthcare Best Practices
- Risk Assessment
- Emergency Response
- Training & Development
- Operational Planning
- Process Improvement
- Electronic Health Records

## **PROFESSIONAL EXPERIENCE**

### **UnityPoint Health – Meriter**

#### **Clinic Administrator – West Washington and After-Hours Clinics – Madison, WI**

**2022 – Present**

- Responsible for the operational performance of an urban medical office practice with laboratory, radiology, social work, community outreach, and nursing care coordination services while monitoring the activities of all office operations to ensure the clinic meets its objectives and quality metrics
- Oversees the day-to-day management of the office, including the coordination of clinic operations, the establishment of work schedules, the review of staffing needs, and the supervision and training of staff in good patient relations and office policies and procedures
- Responsible for financial operations of the clinic, including accounts payable, timely and accurate preparation and submission of biweekly payroll reports, monitoring accounts receivable, and reviewing required reports
- Budget preparation and participation in the annual budgeting process and budget development as directed
- Provides leadership within the clinic to ensure effective, efficient office operations, optimizing performance and continually improving quality of care in a vastly changing healthcare environment
- Maintains effective mechanisms of communication with staff, providers, and patients to foster an environment of openness, trust, teamwork, and staff development
- Serves as a liaison between physicians/providers and organizational leadership to achieve optimal operational processes
- Partners with the associate medical director and director on provider performance and talent management
- Responsible for the interview and hiring process, including completion of employment forms and coordination of orientation and training programs
- Consultant and final decision maker concerning employee relations situations; informing and partnering with Human Resources and director on high-level employee situations

### **United States Navy | 1996 – 2020**

#### **Clinic Manager | HR Manager | Non-Physician Healthcare Provider – Tinker Air Force Base, OK**

**2018 – 2020**

- Effectively led and mentored seven physicians and 15 technicians, responsible for the health care, medical readiness, and well-being of 1900 personnel, including two deployed commands and three geographically separated detachments. Leadership directly resulted in a 90 percent promotion rate, including two meritorious promotions, four Employees of the Quarter, two Employees of the Year, one Aviation Medicine Technician of the Year for the Pacific Fleet, 12 personal awards, a 100 percent retention rate, a 60 percent enrollment rate in off-duty higher education, completion of seven journeyman certificates, and one critically understaffed career specialty school
- Spearheaded a first-of-its-kind assemblage taxonomy initiative for Aviation Medicine to establish responsibilities for developing, maintaining, and reviewing unit supply and logistics for an aviation platform and its mission requirements
- Led a rehabilitation project of reassigned spaces, successfully restoring medical capabilities directly to flight line personnel and reducing appointment waiting room times from two weeks to 24 hours
- Provided fiscal management and resource allocation of \$50K in annual funding and \$2.5 million in supplies & equipment

- Performed various administrative and logistics duties with exceptional foresight, averting crises before they occurred
- Directed all preventative medicine, occupational safety and health, and industrial hygiene surveillance programs onboard
- Assisted with evaluations to determine organizational needs and improve programs, resources, and staff capabilities
- Maintained an average medical readiness rate of 93% across 15 inspections, receiving multiple awards for excellence

**Functional Support Analyst | Fleet Support Technician – SPAWAR Norfolk, VA**

**2015 – 2018**

- Provided worldwide management of health information technologies throughout the Navy Medicine enterprise, encompassing 211 vessels, 31 medical treatment facilities, and two expeditionary medical facilities, while providing consultation services to globally dispersed executive leadership
- Delivered technical support and functional training to nine ships on the effective integration of healthcare information technology, directly impacting multiple healthcare professionals, resulting in significantly improved standards of care, safety, and workflow efficiency in an operational environment
- Led a team to establish system fleetwide software maintenance requirements for health information technology, which reduced fleet trouble tickets by 41%
- Maintained medical readiness at the organizational level above 90% for 130 personnel, achieving the highest readiness rate across 35 tenant commands onboard the Naval Station Norfolk
- Revitalized a mentorship program for 94 personnel located in five states; streamlined procedures, implementing requirements to promote workplace learning, employee development, and job enrichment by sharing knowledge, skills, and insights learned through experience: Resulted in 10 promotions of senior enlisted personnel
- Planned, organized, and executed classroom training and physical conditioning sessions

**Clinic Manager | Non-Physician Healthcare Provider – USS HAMPTON (SSN 767)**

**2012 – 2015**

- Displayed exceptional leadership, knowledge, and skill as the Clinic Manager onboard a nuclear class submarine. Foresight averted problems, and expertise was instrumental in completing five sensitive missions vital to national security
- Rejuvenated a sub-standard medical department, increasing medical readiness by 45 percent while managing numerous programs and providing high-quality health care for 155 employees in a demanding, high-pressure environment
- Directed a radiation health program, administered personnel dosimetry, maintained and compiled radiation exposure records and reports, and monitored for radiation-related conditions as a Radiation Health Officer, achieving the highest marks on inspections from a Radiation Health Team
- Directed all preventative medicine, occupational safety and health, and industrial hygiene surveillance programs
- Developed an innovative duty section turnover plan during a deployment, improving the morale of the crew and ensuring all port watchstanding and maintenance requirements were met, resulting in no liberty or international incidents
- Provided fiscal management and resource allocation of \$25K in annual funding and \$1.5 million in supplies and equipment and performed various administrative and logistics duties

**EDUCATION**

**Master of Business Administration (MBA)** | Healthcare Administration, *Cum Laude* | University of Colorado Denver

**Bachelor of Science** | Health Sciences & Clinical Management, *Magna Cum Laude* | George Washington University

**Associate of Applied Science** | Emergency Medical Services, *Cum Laude* | Tidewater Community College

**TRAINING & PROFESSIONAL DEVELOPMENT**

Emergency Medical Technician-Paramedic Certification | Tidewater Community College (Certified 2001-2014)

Submarine Force Independent Duty Corpsman | Navy Undersea Medical Institute

Executive Medical Department Enlisted Course (EMDEC)

Plans, Operations & Medical Intelligence (POMI) Course

Senior Enlisted Joint Professional Military Education (SEJPME) I/II

Primary Professional Military Education (PPME)

Primary Leadership Development Course

Sexual Assault & Victim Intervention Training

Alcohol & Drug Prevention Course

Equal Opportunity Training

Lean Six Sigma Yellow Belt Certification

**CLEARANCE**

Active Top Secret/SCI Security Clearance | Department of Defense, United States Navy

**TECHNICAL SKILLS**

Microsoft Office (Word, Excel, Outlook, PowerPoint, Teams)

**ADDITIONAL PROFESSIONAL EXPERIENCE**

**Clinic Manager | Human Resource Manager – Admiral Joel T. Boone Branch Health Clinic 2005 – 2009**

- Acute Care Clinic Manager that effectively led and mentored 100 employees, including physicians, nurses, EMTs, Emergency Vehicle Operators, and technicians responsible for providing quality acute care services to over 100,000 eligible beneficiaries with 15,000 annual visits. Managed \$1.5 million in supplies and medical assets
- Primary Care Clinic Manager that effectively led and mentored 42 employees, including physicians, mid-level providers, registered nurses, and technicians, responsible for providing quality, patient-centered care with 189,000 annual visits
- Immunizations Clinic Manager that effectively led and mentored five registered nurses and eight technicians in the administration of 150,000 vaccines and oversaw \$3 million in immunological assets
- Organizational leadership resulted in a 97 percent retention rate, two career specialty schools, 19 Employees of the Month, three Employees of the Year, a 60 percent enrollment rate in off-duty higher education, and 43 individual personal awards
- Human Resource Manager for 110 military employees, processed 90 reenlistments, 18 extensions, five retirements, three early releases from military service under honorable conditions, 16 personnel action requests resulting in two specialty field conversions and choice follow-on orders, and chaired eight Employees of the Quarter boards, five Employee of the Year boards, and 28 career development boards providing direct leadership and experience to influence employee's career decisions throughout the organization positively for three years

**Clinic Manager | Human Resource Manager – 2d Marine Division, 1st Battalion, 8th Marine Regiment 2005 – 2006**

- Detachment Clinic Manager that effectively led and mentored three physicians and 15 technicians responsible for the health care, medical readiness, and well-being of 2,200 personnel in a forward-deployed, hostile expeditionary environment
- Leadership directly resulted in a 65 percent promotion rate, 12 personal awards, nine career qualifications, a 100 percent retention rate, two service extensions, and several technicians receiving choice follow-on orders