

Form Name:  
Submission Time:

Citizens Commission  
March 5, 2019 2:52 pm

**Name** Bishop Tony Branch

**Address**

**Phone**

**Email**

**Citizenship Affirmation** I am a U.S. Citizen

**Residency Affirmation** I am a resident of the Commonwealth of Massachusetts

**Statement of Intent** I intend to comply with and advance the policy established by this Act.

**Statement of Interest**

Tony most recently served as the Administrative Operations Manager leading administrative support for the 151 bed (Neuroscience/Oncology) Austen Inpatient Pavilion at Massachusetts General Hospital. He is formerly, a director of operations for support services, and Manager of Bed Management (Patient Access) at Beth Israel Deaconess Medical Center a 649 bed tertiary hospital. His prior senior leadership responsibility reflects outstanding career growth and progress through various businesses including project management, property management, information systems, and human resources as well as multi- functional responsibilities including marketing, recruitment, strategic planning, finance, and facilities management.

A nationally recognized clergy leader and retired pastor, Tony decided to commit his life to community service (bringing the church to the community) after the death of Darlene Tiffany Moore in 1988 on Humboldt Avenue in Roxbury. He co-founded CAP (Community Action Patrol) and Boston Communities of Color, in which he received a non-lawyer award from the National Lawyers Guild for teaching the legalities to Boston's teens on "Stop and Frisk" conduct if searched by Boston Police. While continuing his career in the private sector, he joined Refuge and Relief Mission and Refuge and Relief Ministry, Inc., a social service agency that focused on food insecurity, youth involved with DYS, and homelessness prevention.

**Résumé or Summary of Qualifications Upload**

[https://s3.amazonaws.com/files.formstack.com/uploads/3282862/71887710/483399885/71887710\\_tony\\_branch\\_executive\\_profile\\_1.2019.docx](https://s3.amazonaws.com/files.formstack.com/uploads/3282862/71887710/483399885/71887710_tony_branch_executive_profile_1.2019.docx)

**Political Party Affiliation, if any, over the previous five years** Democratic

City or Town where you reside	BROCKTON
Employment Status	Unemployed

## Executive Leadership Profile of **Tony Branch**



### OBJECTIVE

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A creative, enthusiastic, high-achieving administrator with over twenty-three years of outstanding performance based on a solid formal education consisting of a Bachelor's in liberal arts (Bradford College) and numerous industry certifications. Most recently, an Administrative Operations Manager leading administrative support for the 151 bed (Neuroscience/Oncology) Austen Inpatient Pavilion at Massachusetts General Hospital. Formerly, interim director of operations for support services and Manager of Bed Management (Patient Access) at Beth Israel Deaconess Medical Center a 649-bed tertiary hospital. Prior responsibility reflects outstanding career growth and progress through various businesses including project management, property management, information systems, and human resources as well as multi-functional responsibilities including marketing, recruitment, strategic planning, finance, and facilities management.

- Team Leadership, Collaboration, Development/Job Coaching
- Financial Management & Revenue Cycle Reporting
- Inventory Control
- Project Management/Organizing and analyzing data and outcomes/LEAN
- Public Speaking & Presentations
- Full Cycle HR Generalist/Employee Relations, HRIS PeopleSoft ATS & Job Fair Planning
- Legal Research & Governmental Regulatory Compliance/Paralegal
- Information Technology/Trainer in Microcomputer-applications
- Advanced end-user Microsoft Applications/Data Base management
- Quality Assurance & Business Process Improvement & Redesign

### EDUCATION

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1988      **Bradford College**      Haverhill, MA  
**B.L.A. Bachelor of Liberal Arts**

National Center for Housing Management, Washington DC  
Certified Financial Manager,  
U.S. Department of Housing & Urban Development  
properties, 5/1995  
Certified Occupancy Specialist,  
U.S. Department of Housing & Urban Development  
properties, 4/1995

Boston Capital, Boston, MA  
Low Income Housing Tax Credit Training, 1995  
Institute of Real Estate Management (IREM), Boston, MA  
Certification in Management & Marketing, 1995  
Massachusetts Housing & Finance Agency (Mass Housing), Boston, MA  
Exceptional in Property Management, 1993, 1994, 1995  
Federal Emergency Management Agency, Washington, DC  
Certificate Course 100 and Course 300, 2005

### PROFESSIONAL POSITIONS

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04/16 --12/18      ***Haitian Community Partners Foundation***      Brockton, MA  
**Interim Vice President, Foundation Operations**

- Oversaw financial investments, grant applications, public relations. Directed programs and groups supporting our foundation projects. Managed board of the directors' final accountability practices, while supporting the president and executive director. Public face in major funding events and for the media. Acted as the strategic planner and provided senior leadership to administrative operations and human resources.

11/09 – 10/15      ***Massachusetts General Hospital***      Boston, MA  
**PCS - Administrative Operations Manager, Lunder Austen Inpatient Pavilion**

- Supervises 47 FTEs who complete inpatient unit coordination/administrative functions in support of patient care
- Change champion for initiatives that improve the patients overall experience
- Co-Chair Lunder Move Logistics: Planned, coordinated, and implemented start-up operations for five (5) new inpatient floors in newest addition to MGH.
- Accountable for deliverables to enhance administrative support
- Accountable for the management of critical inpatient supplies for the neurosciences and oncology service lines/\$250M Budget
- Troubleshoots and resolve operational issues as they arise
- Liaison to other Hospital departments on behalf of PCS
- Operational expert on hospital operations/On-Call Administrator

04/04- 11/09

*Beth Israel Deaconess Medical Center*  
**Lead Coordinator, Patient Placement Department**

Boston, MA

- Supervised 8 FTEs who complete patient placement functions
- System Administrator ADT Informatics
- Trainer on Meditech Clinical Computing products encompassing Patient Financial Services
- BIDMC Designated Disaster Registration Leader – FEMA certification

10/00- 4/04

*Beth Israel Deaconess Medical Center*  
**Bed Manager, Patient Access Services**

Boston, MA

- Supervised 12 FTEs who complete full cycle front-end revenue processes System Administrator ADT Informatics; wrote and modified Meditech NPR reports
- Investigates and overrides level of care errors within the billing system hospital-wide
- Trainer on Meditech Clinical Computing products encompassing Patient Financial Services, Bed Management and Outpatient Registration
- Performed multiple project management initiatives around Clinical Information Systems

2/98-10/00

*Beth Israel Deaconess Medical Center*  
**Interim Director of Operations, Service Line Manager, Facilities Administration**

Boston, MA

- Reporting to the Vice President of Facilities Administration performed full-cycle project management
- Supported physician and administrative leaders, providing project management in the identifying of cost and efficiency opportunities BIDMC

#### **OTHER PROFESSIONAL POSITIONS**

9 / 9 6 - 1 / 98

*Metropolis Security Services*  
**Vice President, Administrative Services**

Brockton, MA

8 / 93-9/96

*Maloney Properties, Inc.*  
**Director of Shelter+Care/Property Manager**

Boston, MA

9 / 8 9 - 8 / 93

*Westminster-Willard Housing Management*  
**Director of HRIS & Business Services**

Boston, MA

1 0 / 88-9/89

*Westminster-Willard Housing Management*  
**Assistant Director, Property Management**

Boston, MA

#### **TECHNICAL SKILLS**

Advanced proficiency and educator in MS Professional (Word, Excel, Access, and PowerPoint), MS Visio, MS Project, Monarch, and SQL. Advanced end-user and educator in Microsoft Office products and operating systems; various accounting systems and HTML web language. Expertise in manipulating complex spreadsheets and managing databases. Clinical application, product knowledge, workflow analysis of MEDITECH Clinical Applications (ADT, Billing, POE, Registration, Lab, Pharmacy & ITS), ECLIPSYS Sunrise Clinical Manager, and ECLIPSYS Access Manager (ADT, Billing, Registration, charges).

#### **COMMUNITY ENGAGEMENT**

01/16- present

*City of Brockton*  
**Commissioner & Chairman, Brockton Diversity Commission**

Brockton, MA

12/15- present

*Southeastern Regional Vocational School District*  
**School Committee Member**

Easton, MA

03/15- present

*Haitian Community Partners Foundation, Inc.*  
**Vice President, Board of Directors**

Brockton, MA

01/15- present

*Cape Verdean Association Of Brockton, Inc.*  
**Board Member, Chair of Personnel Committee**

Brockton, MA

**References available upon request**

## **Selected Projects**

Tony is a healthcare senior manager with full hospital operations experience and working knowledge of project management methodologies. In 2000, after a brief layoff, Tony returned to Beth Israel Deaconess Medical Center as the Bed Manager in Patient Access Services. In that role, the Vice President for Patient Financial Services designated him to work on several projects involving BIDMC's in house ADT system, a MUMPS-based programming architecture.

### **Patient Placement Project Leader, Eclipsys Sunrise Implementation**

Project Scope: Hospital-wide replacement of the Meditech/Mumps ADT applications, Financial Applications and Clinical Computing (Nursing Modules/Screens)

- On behalf of the Vice President of Patient Care Services, project manager for Eclipsys testing to validate workflow stability, training requirements, and to identify technical and systems issues
- Audited and documented ADT programs/dictionaries, supervisory options, reports used by Patient Placement to integrate into similar Eclipsys modules
- Reviewed and approved test scripts from Eclipsys consultants
- Supervised test script dedicated staff
- Designed pilot phase for Patient Placement, including space allocation
- Train the Trainer designee for all Eclipsys Patient Financial applications

### **Bed Manager**

Patient Access Services

Project Scope: Tasked by the director of patient access services to lead systems project around ADT (Admit-Discharge-Transfer) Informatics.

- Assisted in the development test roll-out plans to various ADT and Third-party billing applications and hardware environments
- Responsible for creating workflow diagrams for Patient Access (this assists with the workflow builds in Patient Accounting/IBAX)
- Continuance management of dictionary upgrades, i.e. Third-party billing changes, new insurance carriers, and government payer changes
- Assisted with DBV (Design, Build, Validate) sessions
- Responsible for regression testing and user acceptance of ADT/Outpatient Registration upgrades
- Responsible for creating spreadsheets based on information pulled from ADT system for review by the Patient Access Director and Vice President of Patient Financial Services
- Responsible for training, supporting, interface testing, and completing the master file build and ADT/Bed Management/OPD Registration/Patient Accounting (IBAX) category list

### **Project Lead, BedTracking – Hospital-wide System Implementation Project**

Scope: To dramatically improve the entire bed turnover process.

Waterfall model used

- Coordinated and directed all phases of project-based efforts while managing implementations at multiple work stations, training, and system implementation
- Develop test roll-out plans
- Responsible for creating milestone spreadsheets based on information pulled from MS Access database for review by leaders of Patient Access Services, Environmental Services, Patient Care Services, and Facility Administration
- Lead trainers of the new application
- Managed expenditures to budget, reported on variances
- Worked closely with several stakeholders and partnered with Information System throughout project and post deployment

### **Co-Chair, Patient Identification**

Project Scope: Replacement of patient wrist bands, providing bar-coded identification

- Documented review process, incorporating all stake-holder requirements to final selection
- Reviewed and work with Clinical Computing programmers on additional Meditech options
- Tested various wrist band printers
- Trained staff on equipment
- Reported on milestone