

Mary Chris Ponder, FACHE, MSHA, MSHI

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Experience

MedStar Georgetown University Hospital

Lombardi Comprehensive Cancer Center

Assistant Vice President, Oncology Services- Washington

Washington, DC, February 2023 – Present

- Promotion to AVP includes oversight of MedStar Georgetown University Hospital services below in addition to new regional responsibilities for the Hematology Oncology professional practice at MedStar Washington Hospital Center
- Serve at the operational intersection of strategic partnerships between MGUH, MWHC, MedStar Medical Group, Georgetown University Medical Center, and the John Theurer Cancer Center at Hackensack University
- Relied on as oncology operations content expert for strategic planning around expansion of MedStar Health oncology services in Washington, DC, including physician recruitment, marketing, and integrated service line analysis

Executive Director, Oncology Services

Washington, DC, February 2018 – February 2023

- Provide direction and guidance for all aspects of daily administration and financial management of the cancer center and its related services, including Adult & Pediatric Medical Oncology Outpatient Clinics, Clinical Research & Standard of Care Infusion Services, Blood & Marrow Collections Program, and Stem Cell Transplant & Cellular Immunotherapy Program
- Work in partnership with Lombardi Comprehensive Cancer Center, Georgetown University School of Medicine, the Chair and Administrator of Internal Medicine, the Chief of Oncology, and other academic medical staff in achieving the facility's strategic and operational goals and objectives
- Implemented a transformational physician compensation model to bridge operational, budgetary, and clinical research objectives of the Hematology-Oncology Division while integrating the Oncology professional practice within the MedStar Medical Group
- Responsible for 51 providers, both employed and contracted through strategic partnerships, as well as 125 staff members throughout Medical Oncology services
- Led MGUH transition of Aria Oncology electronic health record to hospital-based MedConnect system, including driving regional & system project direction

Brookwood Baptist Health (formerly Baptist Health System)

Director of Operations, Primary & Specialty Care Network

Birmingham, Alabama, November 2012 – February 2018

- Responsible for daily operations and profit and loss of 9 Baptist Health Centers locations in the Citizens Hospital and Outreach markets, including 21 providers and 71 staff
- Successful application and establishment of \$10.8 million, 4-year CMS Transforming Clinical Practice Initiative- Practice Transformation Network grant, with national recognition for PTN Team achievements
- Prepare clinic providers and staff for transition to EPIC Ambulatory Electronic Health Record, including leadership role on the Clinical Operating Readiness (COPRe) Team
- Created Patient & Family Advisory Council for incorporating the patient's voice in market-level decision making
- Managed overhaul of Rural Health Center standards and on-going compliance program, including establishment of Rural Health Center Committee for entire clinic network
- Received progressively more responsibility through increased number of corporate-level direct reports, including operational oversight of Innovation & Population Health department
- Lead Baptist Health Centers Lean Team, including education and training of Lean principles, implementation of Lean methods for process improvement and cost savings for individual clinics and across the clinic network

Medical West Hospital, an Affiliate of the UAB Health System

Director of Clinic Integration

Jefferson County, Alabama, July 2011 – November 2012

- Responsible for management of operations and profitability of 11 health center locations, including 25 providers and 73 staff
- Provide logistics oversight and strategic direction for implementation of Meditech MPM Electronic Medical Record at all locations, allowing seamless patient record access between outpatient and inpatient settings
- Prepare financial and operational analysis of individual providers and health centers for physician and senior leadership review

- Coordinate physician contracts, including initiation and compensation package development during recruitment, contract negotiations, and contract renewal
- Review and modify clinic workflows to ensure efficient processes and patient satisfaction
- Developed accountability structure for Joint Commission compliance and survey readiness
- Successfully initiated provider coding compliance audit and education program
- Facilitated improvements in communication and performance review between clinic staff and billing office, resulting in higher collections from faster feedback and efficient charge capture

Baptist Health System

Director of Operations, Baptist Health Centers

Birmingham, Alabama, October 2009 - July 2011

- Responsible for daily operations and profit and loss of 9 Baptist Health Centers locations in the Princeton Hospital market, including 14 providers and 36 staff
- Operational Consultant to all EHR implementations across 4 hospital markets; oversee successful operational transition to a new Practice Management System and EHR at all Princeton market locations
- Developed and executed strategy to engage providers toward clinical integration
- Participated in Key Talent Learning Group in preparation for Accountable Care Organization integration
- Initiated and managed the successful workload redistribution of several clinic locations using Lean methodology resulting in higher employee productivity, physician satisfaction, and collections
- Designed and implemented monthly staff incentive programs at all clinics
- Coordinated marketing of practices and facilitated physician involvement at community events
- Prepared successful application for NCQA Certified Level 3 Patient Centered Medical Home

Baptist Health, an Affiliate of the UAB Health System

Manager of Physician Specialty Practices

Montgomery, Alabama, May 2009 - October 2009

- Responsible for profit and loss management of two physician specialty clinics, including staffing, charge capture, credentialing, budgeting, patient education, marketing, physician relations, and physician contracting
- Researched and implemented new clinic operation throughput processes and redistributed workloads

Administrative Resident

Montgomery, Alabama, June 2008 - May 2009

- Simultaneous management of 6 clinical and non-clinical departments, in both inpatient and outpatient settings
- Managed all aspects of System Telecommunications, including distribution and contracting of corporate communication devices, as well as daily management of hospital call centers
- Renegotiated telecommunications contracts for the Health System, resulting in \$180,000 annual savings
- Participated in process improvement projects within both inpatient and outpatient service lines, including a 350-bed hospital throughput initiative
- Contributed to senior management operational decision making, from departmental to system-wide initiatives

Health Information and Management Systems Society

5th Annual Public Policy Forum Intern

Washington, D.C., September 2007

- Interacted with Health Policy Advisors for the 2008 Democratic and Republican presidential campaigns
- Managed Registration for HIMSS Members and other attendees at the National Press Club

Federal Affairs and State Government Relations Intern

Birmingham, Alabama, May 2007 - April 2008

- Analyzed Health IT Legislation and assembled a legislative crosswalk published as a public resource
- Researched and prepared member communication regarding Privacy & Security Requirements in active legislation for HIMSS Advocacy Office in Arlington, VA
- Lobbied Alabama Members of Congress to support HIMSS' position on health information technology legislation

St. Joseph East Hospital (St. Joseph Healthcare of Catholic Health Initiatives)

Patient Relations Assistant

Lexington, Kentucky, June 2004 - March 2005

- Conducted daily patient satisfaction interviews and reported feedback to Unit Managers and Hospital Leadership
- Implemented complaint resolution process with Director of Operations and COO
- Facilitated quality improvement projects to streamline protocols involving the Telemetry, Operating Room, Emergency, Nutrition, and Med/Surg Departments

Education

University of Alabama at Birmingham
Master of Science in Healthcare Administration
Master of Science in Health Informatics

Birmingham, Alabama
May 2009
May 2009

Spring Hill College
Bachelor of Science in Finance/Economics; Minor in Philosophy

Mobile, Alabama
May 2006

Professional Involvement & Leadership Activities

- Georgetown Lombardi's BellRinger Lead Volunteer (2022 & 2023); Rider (2024)
- Fellow, American College of Healthcare Executives (2022- Present); Affiliate (2006 - Present)
- University of Alabama at Birmingham Women in Healthcare Leadership, Executive Committee (2021 - Present)
- University of Alabama at Birmingham Women in Healthcare Leadership, Mentoring Committee (2020 - Present)
- East Central Alabama Area Health Education Center (AHEC), Board Chair (2014 - 2018)
- Alabama Rural Health Association, Officer- Rural Health Clinics (2016 - 2018)
- Leukemia & Lymphoma Society Light the Night Walk Executive Committee (2016 - 2018)
- Institute of Industrial Engineers Six Sigma Green Belt & Lean Process Improvement Certification (2009 - Present)
- University of Alabama at Birmingham Alumni Junior Board Member (2014 - 2015)
- Health Information & Management Systems Society: Member (2006 - 2009); Alabama Chapter Board (2008 - 2009)
- One of ten recipients of academic Trustee Scholarship at Spring Hill College (2002 - 2006)
- Recipient of athletic scholarship from Women's Varsity Golf Program (2002 - 2006)