



RUDISH HEALTH | LEADERSHIP PROFILE

**Director of Primary Care Ambulatory
Operations**



RUDISH HEALTH

RUDISH HEALTH

LEADERSHIP PROFILE

Table of Contents

Opportunity	3
UVA Health	4
Charlottesville, VA	7
Reporting Structure	8
Position Summary	10
Candidate Qualifications	11
Contact	12



RUDISH HEALTH

LEADERSHIP PROFILE

Position	Director of Primary Care Ambulatory Operations
Organization	UVA Health
Location	Charlottesville, VA
Website	uvahealth.com

Opportunity

UVA Health, the University of Virginia's premier \$4B academic health system and one of the longest standing and most respected medical institutions in the country, is seeking an accomplished nurse leader as its next Director of Primary Care Ambulatory Operations at UVA Health Medical Center.

The Director will report directly to the Chief Ambulatory Operations Officer and Administrator of Ambulatory Nursing, holding a highly visible position to carry forward UVA's access modernization, care coordination, and value based care journey.

Key strategic priorities include:

1. Ensuring evidence-based nursing practice and professional standards are embedded into daily operations to advance quality, safety, and patient outcomes.
2. Implementing access and referral management optimization initiatives that promote timely, equitable care for patients across the continuum.
3. Elevating primary care coordination and transitions of care to balance UVA Health Medical Center's inpatient and emergency demand with ambulatory capacity.
4. Coaching and mentoring nurse managers to cultivate a resilient, engaged, and high-performing clinical team.

The ideal candidate is an influential, collaborative leader with a strong foundation in nursing practice rooted in Magnet Model principles as well as value based care quality and outcomes measures. Success in this role requires the ability to stabilize and inspire the ambulatory nursing workforce while ensuring primary care operations are patient-centered, evidence-based, and aligned with UVA Health's mission to deliver superior outcomes. With a statewide footprint, deep academic roots, and unwavering commitment to innovation, UVA Health offers this leader the opportunity to make a lasting impact, driving forward the mission to transform health and inspire hope for all Virginians and beyond.



RUDISH HEALTH

LEADERSHIP PROFILE

University of Virginia (UVA) Health

UVA Health is an integrated health system with a world-class academic medical center that includes a level I trauma center, a level IV NICU, the first NCI-designated Comprehensive Cancer Center in Virginia, and the #1 pediatric hospital in Virginia. UVA Health also encompasses three community hospitals, a specialty rehabilitation hospital, and an integrated network of primary and specialty care clinics throughout Virginia.



University Medical Center
Charlottesville, VA

UVA Health University Medical Center is a top teaching hospital training doctors in highly specialized skills. Through research and clinical trials, UVA Health continues to advance medicine and innovate excellence while providing high-quality care and staying at the leading edge of the treatments they offer.

UVA Health has a long and storied history beginning two centuries ago. The School of Medicine was founded in 1825, six short years after Thomas Jefferson founded UVA, becoming the tenth medical school in the nation. The first University of Virginia Hospital opened on the anniversary of Thomas Jefferson's birthday, April 13, 1901. The new hospital established a training program for nurses, which would become the UVA School of Nursing, formally established in 1956. The Health Sciences Library was first established in 1929, and in 1979, the clinical faculty founded a group practice plan now called UVA Physicians Group. As the health system continued to grow and evolve, the term "UVA Health" was applied beginning in the 1990s to convey the sum of all health system entities.

Today, UVA Health continues to expand at an incredibly rapid rate and to invest significant resources across all missions. In recent years UVA Health has opened a new 84-bed tower, acquired a freestanding ambulatory surgery center, opened a 200,000 sq ft orthopedic center, and expanded via strategic acquisitions of community hospitals and physician organizations across the state.

Nurse Leadership

UVA Health's nursing care delivery model is grounded in Relationship-Based Care, with nurses consistently advancing practice through an evidence-based approach. At UVA, nurse leaders play a pivotal role in shaping professional practice, fostering a culture of inquiry and driving outcomes that reflect the highest standards of Magnet nursing excellence. Through their Nursing Professional Practice Model and robust Professional Governance structure, UVA nurses are empowered to participate in nursing and transdiscipline decision making, leading transformational change across the continuum.



RUDISH HEALTH

LEADERSHIP PROFILE

Key Statistics ¹

UVA Health consists of University Medical Center, UVA Community Health, UVA School of Medicine, UVA School of Nursing, UVA Claude Moore Health Sciences Library, UVA Community Health Medical Group, and University Physicians Group.

UVA Health System

- System Net Patient Service Revenue: \$4.1B
- Full Time Employees: 8,000+

UVA Medical Center—Flagship and Children’s Hospital in Charlottesville

- Beds: 679
- Discharges: 38,042
- Outpatient Encounters Clinic: 1,009,740
- Outpatient Encounters ED: 52,925
- Surgical Cases Main and Surgery Centers: 41,841

UVA Community Health—Three Hospitals in Culpeper, Manassas, and Haymarket

- Culpeper Medical Center Beds: 70
- Prince William Medical Center Beds: 130
- Haymarket Medical Center Beds: 60
- Discharges: 20,366
- Outpatient Encounters Clinic: 213,812
- Outpatient Encounters ED: 117,169
- Surgical Cases: 9,502

UVA Health Ambulatory and Medical Groups

- Outpatient and Home Health Visits: 1.8 million
- Clinic Visits of Acquired Practices: 223,410
- UVA Physicians Group: 6 million total wRVUs
 - University Physicians Group (UPG): 1,400 full time school of medicine faculty, 191 advanced practice providers, and 793 residents/fellows across 20 clinical departments
 - Clinical Practice Group (CPG): 150 physicians and advanced practice providers
- UVA Community Health Physicians: 1 million total wRVUs
 - Community Health Medical Group (CHMG): 200 physicians and advanced practice providers

1. Source: UVA Health Ambulatory Office, [Facts & Statistics](#) and [Finance Report](#)

2. Read about UVA Physicians Group’s 2024 year in review [here](#)



RUDISH HEALTH LEADERSHIP PROFILE

Mission and Vision

Mission: Transforming health and inspiring hope for all Virginians and beyond.

Vision: To be the nation’s leading public academic health system and a best place to work — while transforming patient care, research, education, and engagement with the diverse communities we serve.

Awards and Recognition

UVA Health hospitals and physicians are recipients of numerous quality awards and other types of recognition, including the best hospital in Virginia in Newsweek's "World's Best Hospitals 2024" guide and the illustrative designations below.



RUDISH HEALTH

LEADERSHIP PROFILE

Charlottesville, VA

Charlottesville is more than a place to live; it's a place to call home. Nestled in Central Virginia, just east of the Blue Ridge Mountains, residents enjoy endless natural beauty with amenities and cultural attractions of a metropolis.

The University is a distinct institution in Charlottesville, yet deeply ingrained in a thriving community of academics, entrepreneurs, artists, and explorers. Working at UVA comes with the benefit of living in what the U.S. National Bureau of Economic Research calls one of America's "Happiest Places."

Charlottesville offers a variety of housing choices, from living in the heart of the city and adjacent neighborhoods like Belmont and Cherry Hill to enjoying more relaxed surroundings bordered by the mountains and wine country. All Charlottesville City schools are White House-certified to be "future-ready," and are charter members of the League of Innovative Schools. Many schools continually receive the Virginia Department of Education's "VIP Award of Excellence." Residents can always access University activities and community events, experiencing neighborhood living through the convenience of university resources.



Charlottesville combines stunning recreation, rich culture and things to do. In the span of a single day, you can hike through the mountains, catch a concert, grab a bite at one of Charlottesville's many celebrated restaurants (ranked among the nation's top 15 places with the most restaurants per capita!), stroll the historic Downtown Mall, and explore Thomas Jefferson's Monticello or James Monroe's Ashlawn Highland. You are within a few minutes' drive of The Appalachian Trail and the beautiful Blue Ridge Parkway, just a one-hour drive to the state capital of Richmond, and about three hours to the ocean and fun at Virginia Beach. Perhaps one of the greatest perks to living in Charlottesville is its proximity to the nation's capital of Washington, DC located two hours north by car or train.

It's not hard to imagine calling Charlottesville home sweet home.

By The Numbers: Charlottesville ranks in the Top 10 nationally

- Happiest City in the US (*US Bureau of Economic Research*)
- City for Entrepreneurs (*Entrepreneur*)
- Healthiest City (*The Today Show*)
- Best Wine Vacation (*US News & World Report Travel*)
- Best Small City Road Trip Destination (*Travelocity*)
- Best Place to Live (*Livability*)
- US Community for Well-Being (*Gallup Healthways Well-Being Index*)



RUDISH HEALTH

LEADERSHIP PROFILE

Reporting Structure

The Director reports to UVA Health's Chief Ambulatory Operations Officer and the Administrator of Ambulatory Nursing.

John Bennett, MPA

Chief Ambulatory Operations Officer, UVA Health

As UVA Health's chief ambulatory operations officer, Bennett provides leadership and oversight for clinical ambulatory practice operations representing over a million annual visits and growing. The goal is to create a more unified ambulatory structure to provide the best patient care and outstanding service. Along with patient care, Bennett aspires to create an environment that improves the satisfaction of our providers and team members. Improving patient access and efficiency in our clinics is a top priority.

Bennett previously served as chief executive of ambulatory services for PeaceHealth, a not-for-profit healthcare system with hospitals, medical clinics, and laboratories located in Alaska, Washington, and Oregon. Before PeaceHealth, he worked for over two decades at Providence St. Joseph Health, a national Catholic, not-for-profit health system. He held various leadership roles there, including chief executive of the system's Southern California physician groups.

Bennett received his bachelor's degree from Brigham Young University and his master's degree, emphasizing healthcare administration, from West Virginia University. Following that, Bennett was an administrative fellow at the Cleveland Clinic. He has expertise in market growth strategies, physician practice management, joint ventures, and optimizing financials and performance.

Rachel Nauman, DNP, RN, NEA-BC

Administrator of Ambulatory Nursing, UVA Health

Rachel is accountable for leading continuous improvement in patient care delivery and advancing professional nursing practice and governance across UVA Health Medical Center Ambulatory Operations. Her current portfolio spans Ambulatory quality, HIT governance and expansion, clinical excellence, patient access, and value-based care delivery across more than 130 clinics and programs.

Previously, Rachel served as Director of Operations for Medical Subspecialties, Women's Services, and COVID clinics responsible for clinical, administrative, and financial operations for more than a dozen specialties. Rachel began her nurse



RUDISH HEALTH

LEADERSHIP PROFILE

leadership career in UVA's level IV Neonatal Intensive Care Unit with additional leadership roles in inpatient Women's and Children's where she earned internal and national recognition for her work in patient safety and outcomes as well as team engagement through physician and nurse leader collaborative practices. She has presented nationally on lean methodology, daily management systems, and nurse-led quality improvement.

Rachel holds a BSN from the University of Virginia and both an MSN and Doctor of Nursing Practice from University of Colorado Denver. An esteemed nursing leader, Rachel serves in multiple professional nursing and ambulatory state and national professional organizations. She is known for building effective cross-functional teams, applying evidence-based leadership and change management, and leveraging technology to enhance care delivery, patient access, and team belonging.



RUDISH HEALTH

LEADERSHIP PROFILE

Position Summary

The Director of Primary Care Ambulatory Operations is responsible for the clinical, administrative, operational, and financial activities of ambulatory programs in multiple clinic settings, under the direction of the CAO and Service Line Administrator. The Director works collaboratively with clinical departments, nursing, physician leadership, other medical center departments, management, faculty, and stakeholders to ensure: timely patient access to care, operational efficiency, effective and safe delivery of patient care, practice productivity, fiscal integrity, regulatory compliance, and high patient satisfaction.

Scope and Leadership Role

The Director serves as a cornerstone of the Ambulatory triad leadership model, closely partnering with access and medical leaders across twelve family medicine, internal medicine, same day, virtual urgent care, and employee primary care clinics in Charlottesville.

- This position will be responsible for oversight, management and professional development of a team of six nurse manager direct reports and ~150 total team members including MAs, LPNs, triage and clinic nurses, RN Care Coordinators, and administrative support roles.
- The Director will collaborate closely with Patient Access, Nursing and Operational Director level peers within Ambulatory Operations and across Oncology, Heart & Vascular and Transplant service lines, as well as leader colleagues across disciplines including Medicine, Advanced Practice, Care Management, Pharmacy, Laboratory, HIT, and Human Resources.

Primary Duties and Responsibilities

- Plans, organizes, directs and manages, through jointly supervised staff, the outpatient operations for designated programs.
- Coordinates the recruitment and orientation of key personnel; develops and motivates employees to optimize talents and meet the overall needs and goals of the organization.
- Ensures effective communication and collaboration with the department administrator, physician leadership and nursing to ensure goals, operations, and strategic direction are aligned.
- Directs and/or coordinates outpatient revenue cycle initiatives including time-of-service cash collection, financial counseling, referral/authorization management, charge master maintenance, and regulatory audits.



RUDISH HEALTH

LEADERSHIP PROFILE

- Directs and/or coordinates the maintenance, training, design and/or implementation of the outpatient IT business and clinical applications.
- Develops operating and capital budgets for ambulatory programs. Makes recommendations to management areas.
- Organizes and oversees the activities of assigned areas designated to improve patient care and ensure compliance with Joint Commission standards, State Health Department rules and regulations, and other legislative directives.
- Serves on a number of ad hoc and standing committees.
- Carries out service excellence and patient safety programs, in collaboration with physician leadership. Promotes a culture of service excellence, including patient and employee satisfaction.
- Carries out Medical Center policies and procedures designed to maintain a safe working environment in the context of regulatory standards, facility constraints and cost. Participates in OSHA and Joint Commission reviews.
- Ensures compliance of regulatory and quality assurance programs with the Medical Center goals.

Candidate Qualifications

Experience

- A nursing background is required.
- Minimum of five years' experience in progressively more responsible roles.
- Experience in primary care/medicine strongly preferred.
- Experience collaborating with Patient Access leaders or initiatives preferred.
- Epic experience, while not required, is a plus.
- Experience concurrently leading multiple sites/programs strongly preferred.
- Strong communication and interpersonal skills, as well as the ability to balance many demands simultaneously.

Education

- A bachelor's degree is required. If an RN license is held, a BSN is required.
- A completed master's degree in nursing or healthcare related field is strongly preferred.

Compensation

An attractive compensation and benefits package will be offered commensurate with experience.



RUDISH HEALTH

LEADERSHIP PROFILE

Contact

Rudish Health
www.rudishhealth.com



Jessica Cousino
Manager, Talent Leadership Services
Telephone: (937) 733-9720
E-mail: jessica.cousino@rudishhealth.com



Asmita Shah
Vice President
Telephone: (713) 502-0493
E-mail: asmita@rudishhealth.com

