

Marion Reynoso

From: webmaster@chulavistaca.gov
Sent: Wednesday, April 3, 2024 3:43 PM
To: CityClerk; Karina L. Lafarga; Amanda Angulo; Marion Reynoso; Audrey Malone
Subject: City of Chula Vista - Sustainability Commission Application

A new entry to a form/survey has been submitted.

Form Name: Sustainability Commission Application
Date & Time: 04/03/2024 3:42 PM
Response #: 45
Submitter ID: 131482
IP address: [REDACTED]
Time to complete: 6 min. , 3 sec.

Survey Details

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Application for membership on the Sustainability Commission

1. **Prefix**
(o) Mr.
2. **Preferred Pronoun**
(o) He/Him/His
3. **First and Last Name**
John Cressler
4. **E-mail**
[REDACTED]
5. **Home Address**
[REDACTED]
6. **City**
Chula Vista
7. **ZIP code**
91910
8. **Primary Phone**
[REDACTED]

9. Secondary Phone

Not answered

10. I certify that I am a resident of the City of Chula Vista and at least 18 years of age.

When applying for a Youth Advisory member: I am a resident of the City of Chula Vista and between 16 and 22 years of age.

☐ Yes

11. How long have you been a resident of the City?

9 Years

12. Please click here to view the interactive map and verify your District of residency

I am a resident of the following City Council district.

☐ 2

13. Present employer

Anesthesia Management Professionals

14. Occupation

Senior Director

15. Have you ever been employed by the City of Chula Vista?

☐ No

16. If you have worked for the City of Chula Vista please provide the department and dates of employment.

N/A

17. I certify that I am a resident of the City of Chula Vista and at least 18 years of age.

When applying for a Youth Advisory member: I am a resident of the City of Chula Vista and between 16 and 22 years of age.

☒ Resident of the City At-Large

18. Are you currently serving on a Chula Vista Board/Commission?

☐ No

19. Which one(s)?

Not answered

20. Have you previously served on a Chula Vista Board/Commission?

☐ Yes

21. Which ones?

2020 Redistricting Commission

22. Per Chula Vista Municipal Code Section 2.25.030, I understand:

-If I am currently serving on a board or commission, I must resign from my current board or commission if I am appointed.

-I must have served at least 12 months on my current board or commission in order to be appointed to another board or commission.

(o) I have read and acknowledged the above statement.

23. Are you or have you been involved in any local, civic or community groups?

(o) Yes

24. Which ones?

Third Avenue Village Association (TAVA)

25. What are your principal areas of interest in our City government, and what experience or special knowledge can you bring to those areas?

I am always looking to make the city a better and more sustainable place. I bike to work once a week from Chula Vista to Kearney Mesa and am actively involved in being community service based projects. We utilize solar, electric cars and are consistently looking at new ways for us to be more sustainable.

26. What would you hope to accomplish in the role of a Sustainability Commissioner? (250 words or less)

I believe to make the biggest impact in the world you must always start in your own backyard. I am coming off of a year of serving as the Commander in Chief of our Father/Daughter Camping group "The Adventure Guides" through the YMCA and will finally have some time again to dedicate to improving our city. I loved the work I did on the Redistricting Commission and would love to be involved again.

27. You may upload a resume in addition to your application (optional).

CV Cressler 2023.docx.pdf

28. The City understands meeting schedules and individual's availability may change. We ask that you consider the meeting schedule when submitting an application.

(o) I have reviewed the Sustainability Commission regular meeting date, time and frequency.

29.

(o) I am familiar with the responsibilities of the Sustainability Commission. I attest that the information I have provided is accurate and true.

30.

(o) I understand that this application and any documents submitted in connection with the application process are public records and may be publicly disclosed.

Thank you,
City of Chula Vista

This is an automated message generated by Granicus. Please do not reply directly to this email.



John Christopher Cressler

Chula Vista, CA 91910

Lean Six Sigma focused healthcare executive with over 10 years of experience providing high-quality healthcare delivery models in complex healthcare systems. As a graduate of the UCSD Health Leadership Academy (HLA) and as a results-oriented program director, I have a proven track record of creating solid partnerships with executives and successfully liaising with program stakeholders to identify scope and prioritize strategically-aligned improvement efforts utilizing DMAIC and Lean ideology. I have overseen the entire project / program / portfolio life cycle, designed plans for complex tasks, and ensured appropriate program and project governance is in place.

Expertise in operations, project management, hospital strategy, financial management, service line management, client services, performance reviews, and continuous improvement. Well versed in Lean Six Sigma, DMAIC, Large Language Models, Generative AI, Machine Learning, Telehealth, Revenue Cycle, CMS, Risk Adjustment, and multiple technology platforms. Bachelor's Degree in Business Administration in Finance from the University of North Carolina at Wilmington and a Master's Degree Health Administration from Louisiana State University.

Overall, my extensive experience in healthcare management has equipped me with the skills necessary to deliver successful, complex projects, programs, across multiple portfolios. I am confident that I can bring value to any organization and help it achieve its strategic goals.

Career Profile:

UC San Diego Health, San Diego, CA (May 2017 to Present)

January 2022 to Present

Clinical Operations | Office of the Chief Medical Officer

- Orchestrate and lead continuous improvement initiatives based in DMAIC and Lean Six Sigma principles through the total life cycle of a project from implementation to completion for our Chief Medical Office initiatives
- This unique roll overseeing clinical operations in the CMO currently requires the creation & maintenance of interdepartmental partnerships and the ability to communicate upwardly with our C-Suite and leadership team.
- With each new initiative there is a need to identify and build rapport with new program stakeholders to order to define, measure, and prioritize strategically-aligned improvement efforts.
- Provide hands-on leadership and content expertise for multiple concurrent projects within the Office of the CMO.
- I have effectively managed direct reports and regularly review the status of projects and programs under my control through cloud-based collaboration and project management tools to ensure successful implementation.
- Oversaw the accreditation and implementation of our Level 1 Geriatric Emergency Department
- Lead and manage UC Wide partnership w/ West Health & UC San Diego Health for improvement of Senior Emergency Care Network through the Gary & Mary West Foundation for the California Master Plan for Aging.

January 2021 to January 2022

Ambulatory Health System Operations

- Operations lead for health system initiatives across multiple services lines.
- Current operational initiative includes our Obstetric Refugee Program and other initiatives within the Women & Infants Service Line.
- Previous effort included operational involvement in our UCSD Health COVID Operations including Site Manager for our COVID Vaccination Superstations.
- Focus on continuous improvement and lean principle execution for each aspect of vaccination site from supply, process, flow & production.

April 2018 to January 2021

Director, Strategic Affiliations & Sports Partnerships

- Oversee the implementation, operational oversight, maintenance, performance review, and financial management for strategic service lines that opens in an affiliate hospital and/or clinic on behalf of UC San Diego Health
- Responsible for service and operational maintenance and performance reviews for (14) Affiliations encompassing (18) Service Lines in El Centro, San Diego, Temecula, Murrieta and Hemet, & Oceanside
- Partner with the physician team for onsite best practices, process improvement, tools, training and equipment needed for a better patient experience
- Support in the creation the Track, drive, and monitor milestones for timely implementation process. This includes Pro-Forma creation, agreement execution, departmental requirements, onboarding, credentialing, building/facilities planning, and establishing the flow of revenue cycle for the operation
- Review, propose and implement beneficial cost saving analysis around our performance measures
- Generating reports and oversee performance review for our affiliate lines of service
- Monthly reconciliation and processing of salary disbursements & expenditures
- Assist w/ Decision Support in the creation of financials
- Responsible for procuring business related licenses and permits

May 2017 to April 2018

Program Manager, Critical Care & Telemedicine

- Oversee and partner with UCSD Physician Group to lead the provider resource transition for telemedicine in the Critical Care (Pulmonology) Depts. of surrounding community facilities
- Handle all divisional requirements for UCSD's Critical Care Physician Team
- Lead & produce budgetary departmental analysis
- CPO Ambulatory Policy & Procedure Committee Board Member
- Manage resources and staffing for all affiliate facilities under the UCSD umbrella
- Liaison between affiliate Medical Staff Departments and UCSD Critical Care Division

CenseoHealth, Dallas, TX

July 2016 to May 2017

Director, Strategic Accounts

- Led the implementation and transition of five major health plans from Altegra to go-live with CenseoHealth
- Responsible for tracking, monitoring, reporting, and driving production to meet or exceed the benchmarks set forth by our clients
- Traveled in person for onsite client meetings and collaboration as well as lead daily and weekly calls on production and operations for our clients
- Collaborated and consult daily on metrics, quality, and production with our Case Management, Scheduling and Staffing Departments
- Discussed and agree upon approved quality measures to be closed, benchmarks and education/training of our provider staff
- Adjusted accordingly for training and education to clients need for a more production oriented project or a more member care facing project
- Adapted and transparently report any hurdles faced in the field with members and providers
- Utilized proprietary systems at CenseoHealth to generate baseline reporting. Modified and designed baseline reports to pivot on more important data

Altegra Health Connections, Miami, FL – A Change Healthcare Organization

September 2014 to July 2016

Director, Clinical Operations

- Helped achieve **1000% growth** in our provider network and production capacity within the first year at Altegra
- Led resource planning efforts and built a network of over 150 providers in a 90 day period
- Serve in a client facing capacity both onsite and via phone for reporting and collaboration allowing for successful execution of agreements with our health plan partners
- Accountable for developing and executing strategic plans through the coordination of multiple internal and external functional areas and manipulating project activity towards project goals
- Oversee and drive the orientation, credentialing and implementation of our Provider network as well as consistently revising the internal work flow process for more efficiency
- Staying abreast of CMS/Risk Adjustment/Medicare Advantage regulations and payment changes in order to provide provider training and present industry changes and guidance
- Maintain a thorough understanding of company software and reports and assist in promoting new products and expanding current relationships
- Interact with multiple functional areas and lead and/or coordinate projects among those areas on behalf of Provider Operations
- Track and monitor client issues through analyzing data, reporting, and recommending and/or implementing process and procedure improvements
- Responsible for effectively communicating and documenting detailed technical report specifications and data processing protocols through various levels of the organization to ensure client needs are met
- Manage the expectations of our field of Physicians, Nurse Practitioners and Physician Assistants.
- Oversee the efficiency and optimization of Provider Consultations while generating data and analysis to deliver to our Executive Team

Episource LLC, La Palma, CA

September 2013 to September 2014

Director of Provider and Business Development

- Oversee the operations and development of our Medicare Risk Adjustment Services Division. My primary role is to maximize the organization's growth by managing and collaborating with several key departments, such as client relations, recruiting, product development, and project management
- In addition serve as a project manager in the implementation to completion of Risk Adjustment, Medical Record Chart Retrieval, Chart Auditing, and ACO client relations. Ensure all projections and milestones are met in an effort to increase the profitability, performance measures, and quality of care for our clients
- Supervising the client relations and ensuring all projections and milestones are met in an effort to increase the risk adjustment score and overall quality of care for patients of our clients
- Keep abreast of CMS/Risk Adjustment/Medicare Advantage regulations and payment changes in order to provide provider training and present industry changes and guidance
- Track and monitor client issues through analyzing data, reporting, and recommending and/or implementing process and procedure improvements
- Oversee the product development and deployment of our user application and workflow system for our internal and external staff
- Oversee the efficiency and optimization of Provider Consultations while generating data and analysis to deliver to our ownership team

Peak Health Solutions, San Diego, CA

July 2011 to September 2013

Director of Provider Operations

- Promoted from the Director of Recruiting position to lead and assist our clinical team in our newly minted Prospective In-home assessment business
- Partnered with Coding, QA, Recruiting, and provider network to exceed production, resource needs and execution of client expectations
- Oversaw the orientation, credentialing and implementation of our Provider Network.
- Maintained a thorough understanding of company software and reports and assist in promoting new products and expanding current relationships
- Tracked and monitored client issues through analyzing data, reporting, and recommending and/or implementing process and procedure improvements
- Managed the expectations of our field of Physicians, Nurse Practitioners and Physician Assistants

August 2009 to July 2011

Director of Recruiting

- Manage over 100 employees on a daily basis, reporting on expectations and keeping track of productivity and time requirements
- Directed internal team of recruiters to meet and exceed deadlines for current and potential clients
- Worked directly w/ Hospitals, Health Systems, Health Plans and other Healthcare Entities to identify and locate professionals. Work closely with sales team and the clients to ensure the proper completion of projects

July 2006 to August 2009

Account Executive

- Sold and managed relationships with Health Plans nationally in an effort to assist in optimizing reimbursement for the Risk Adjustment Program for Medicare Advantage

- Contact and work with Acute Care Health Facilities, DoD and Veterans Affairs Hospitals to sell and manage a solution to challenges that lie within the Medical Record department and more specifically the Coding Department
- Work directly with C-Level Managers and Directors of HIM to coordinate IT and workflow adjusting to coding related issues
- Manage daily productivity of employees working an account
- Make sure the operations and functionality of an account are maintained along with client satisfaction

Specialties: Process Improvement, Client Services, Project Management, Program Management, Client Services, Medicare, Risk Adjustment, Home Health Operations, Provider Resource Planning, Team Management, Microsoft Office, Salesforce, Tableau, Force.com, Asana, Trello, Digital Health, Telehealth.

Education:

University of North Carolina at Wilmington

Cameron School of Business (AACSB Accredited)

Bachelor of Science in Business Administration - 2004

Concentration: Finance

Louisiana State University

Master of Health Administration

Currently Enrolled – Graduation 2024

UC San Diego Health

Health Leadership Academy (HLA)

Graduation: 2022