

October 21st, 2023

Dear Hiring Manager,

I am delighted and honored to write a letter of recommendation for Jacqueline Schaffer for her exceptional healthcare consulting services. Jacqueline was engaged to help us with transitioning eight clinics to Provider Based Billing Departments and two rule healthcare centers. However, during her time with us she led us through other transitions.

She worked to create new job descriptions, analyzed our workforce to determine accurate staffing at each location. She performed a deep dive into our financial performance to determine areas where revenue was low, and expenses were high.

Jacqueline mentored several managers including me with challenging workflow issues within our units, helped increase our patient access to providers, and how to validate data to request additional staffing based on productivity and RVUs. She also taught several of us how to present the need for a position by creating SBARs and supporting financial charts.

Jacqueline is a big picture leader, she understands the small aspects that can become big issues within group medical practice, and she can see the big aspects to move a healthcare organization forward.

She ended up staying at Chesapeake Regional for a total of two years, she worked hard to learn ACHC guidelines to convert the clinics, she improved our outcomes, she mentored many of us. It was easy to follow her because she was detail-oriented and has excellent communication skills. She kept us up to date on projects she was working on, and how they would impact on us as managers and the changes to our staff positions.

She was always professional, approachable, and always willing to answer my questions. She has been gone for almost one month and I still turn to her for advice on running my practice because her knowledge inspires me to think outside of the box.

To tell you, I highly recommend Jacqueline for any Healthcare Interim assignment, especially when it comes to breaking down processes and rebuilding chaos. Her years of knowledge and experience are unimaginable, undefining and exceptional. I highly recommend Jacqueline to support any organization that is looking to redefine their organization, make substantial changes to improve operational excellency, increase revenue and create accountability without reservation.

Respectfully,

Practice Manager, Chesapeake Regional Medical Group