

10/21/2023

Dear Hiring Manager,

I am proud to recommend Jackie Schaffer her healthcare consulting expertise. I had the pleasure of working with Jackie on several projects at Chesapeake Regional Healthcare, where she demonstrated a high level of professionalism, exceptional analytical skills, and a strong understanding of our business needs.

The project involved assessing our current operations and developing strategies to improve our bottom line, along with her leading a massive project of converting several of our Medical Clinics to Hospital Based Outpatient Clinics and two Rural Health Clinics. Jackie provided a clear roadmap that not only helped us achieve our goal but also saved us a significant amount of money and time. Her communication skills, attention to detail, and ability to work under pressure were instrumental in the project's success.

Jackie brought exceptional expertise to the team and showed excellent leadership skills. She developed a comprehensive approach to rolling out the project but connecting the dots to other essential issues that were failing within our medical group. Her expertise included operational excellency, on-boarding providers, problem solving, leading training groups to enhance us as managers, coding reviews and audits, increasing revenue, managing hard situations, and being an excellent resource in pretty much every field of healthcare.

Our Director of Operations is not skilled in Medical Group Practices, she does not have expertise in day-to-day operations and/or communicates effectively. Jackie coached our team on how to execute plans, to make sure our clinics were compliant, to have difficult conversations with staff, managers and providers.

Jackie is easy to work with, and her professionalism and attention to detail are unmatched. She has excellent communication skills and provide regular updates, which made it easy for us to track our progress. I highly recommend Jackie to any company looking to improve its healthcare operations efforts.

Respectively,

*Kathryn Arnold RN*

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