

DEMILITARIZED RESUME SAMPLE

CONFIDENTIAL RESUME

JOHN B. CANNON, FACHE

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EDUCATION

1987 **MA** - Hospital Administration, University of Southern California, Los Angeles

1980 **BS** - Microbiology, California State University, San Francisco

EXPERIENCE

**1987 to
present**

US ARMY MEDICAL SERVICE CORPS

(The United States Army Medical Department has approximately 130,000 personnel which is spread across the six healthcare Corps, which includes: medical, dental, veterinary, medical services, medical specialist and nurse. The Army Medical Services Corps has 11,000 personnel and 36 medical facilities worldwide and a current annual budget of \$10 billion.

PATTON MEDICAL CENTER, San Antonio, Texas

(500-bed, acute care, university affiliated, tertiary/quaternary care, world-wide Army referral medical center)

Chief Executive Officer (2005 to present)

Responsibilities: Directs a \$300 million budget, staff of 4,500, 1.3 million outpatient visits, 28,000 admissions, three million prescriptions annually (similar to a Kaiser Permanente HMO model).

Accomplishments:

- Renegotiated managed-care contracts with mental health facilities and community physicians, which reduced referral care costs by \$8 million the first year.
- Shifted logistics purchasing programs to prime vendor and just-in-time delivery with projected savings of 20 FTEs and \$6 million inventory. Initiated process improvement techniques in the accounts receivable office, increasing collections \$6 million annually.

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- Applied business case analysis to staff utilization, redistributing personnel to optimize resources, reducing \$1.5 million in unneeded overtime/overhire salaries.
- Developed a Request for Proposal (RFP) for a wraparound managed care contract for all military beneficiaries in Texas, Oklahoma, Louisiana, Arkansas (estimated \$2 billion).
- Introduced a fiscal medicine business philosophy, which reduced costs by \$16 million in six months. In preparation for four-state managed-care contract, successfully shifted historical cost/commodity-based operations budget to a population/capitation basis.
- Ensured that grant monies (\$4 million) for more than 600 graduate medical education research programs were covered program expenses and were self-sustaining.
- Updated strategic planning to position the medical center for growth opportunities and appropriate departmental sizing for economic survival during the next five to 10 years.
- Guided planning for a \$62 million, seven year construction/renovation program.
- Established a collaborative, supportive relationship with physicians and nurses in various clinical disciplines. Catalyst for successful professional staff acceptance/development of clinical protocols/pathways, utilization management, and drug profiling.

BRADLEY MEDICAL CENTER, Atlanta, Georgia

(301-bed, acute-care, university-affiliated, tertiary-care Army referral medical center)

Chief Executive Officer (2001 to 2005)

Responsibilities: Directed a staff of 1,800, \$120 million budget, 10,000 admissions, and over 600,000 outpatient visits.

Accomplishments:

- Developed largest Army hospital-based managed-care program. Expanded clinic operations, changed staffing mix and increased annual clinical visits from 340,000 to 600,000, reducing external hospital referral expenses by \$3 million.
- Completed \$123 million, 700,000 square foot hospital addition/alteration project ahead of schedule, and \$485,000 under budget.
- Became Army expert on hospital's Total Quality Management (TQM) implementation. Was published and lectured nationally. Introduced the continuous quality improvement management philosophy, which reduced rework and non-value-added steps, lowered costs by \$1 million per year, increased productivity and stimulated innovative thinking and creative decision making.

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OFFICE OF ARMY COMMAND SURGEON GENERAL, Seattle, Washington
(Corporate Army medical headquarters, directing 13 hospitals and worldwide aeromedical evacuation systems)

Chief Operations Officer (1998 to 2000)

Responsibilities: Managed \$300 million operations budget, plus \$300 million construction program. Directed planning; procurement; installation of computer systems; high technology equipment; purchasing programs hospital system-wide.

GENERAL GUNG HO HOSPITAL, Cairo, Egypt
(90-bed acute-care Army hospital serving U.S. government personnel in Europe and North Africa)

Chief Executive Officer (1996 to 1998)

CARY GRANT MEDICAL CENTER, Hollywood, California
(295-bed Army acute-care, university-affiliated, tertiary-care referral medical center)

Associate Administrator (1995 to 1996)

Responsibilities: Reported to CEO

ARMY INSPECTOR GENERAL'S OFFICE, San Francisco, California

World Wide Consultant (1992 to 1995)

Responsibilities: Consultant to 125 Army hospitals. Surveyed hospitals ensuring compliance with Joint Commission standards and federal and state licensure requirements. Consultant areas included hospital operations, finance, facilities, safety, human resources, logistics, and medical information systems. Held similar duties as a Joint Commission surveyor.

CAROL GUSTAF CLINIC, Frankfurt, Germany
(Large Army ambulatory clinic serving U.S. governmental personnel in Central Europe)

Administrator (1987 to 1992)

Various Army hospital leadership positions (1982-1987)

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PROFESSIONAL AFFILIATIONS

- American College of Healthcare Executives, Fellow since 1998
- Texas Hospital Association, Public Education and Marketing Committee (2005-2007), THA Blue Ribbon Committee on Healthcare Reform(2009)
- GreaterSan Antonio Hospital Council, Medical Destination San Antonio Committee, San Antonio Healthcare Partnership Committee (2005-Present)
- MHA Preceptor Baylor University and Xavier University, Guest Lecturer at seven university MHA Graduate programs
- Consultant to Joint Commission on implementing hospital Total Quality Management (TQM) (1992-1998)
- Contributing editor to Joint Commission TQM textbook (2002)

PERSONAL

Married, two children, excellent health

OUTSIDE INTERESTS

Jogging, gardening, Boy Scouts

REFERENCES FURNISHED UPON REQUEST

Rev. 12/27/2010