



## ANGELA M. PHILLIPS

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### PROFESSIONAL EXPERIENCE

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**President and Chief Executive Officer**  
**Images Consulting**  
**Amarillo, TX**  
1992 THROUGH PRESENT

#### CONSULTATIVE SERVICES

- ◆ Management Consulting to Rehabilitation Hospitals related to opening rehabilitation units and ongoing operations of units
- ◆ Provision of consultative services to Acute Care Hospitals with respect to rehab department management, quality improvement and compliance with regulatory agencies.
- ◆ JCAHO Preparation
- ◆ CARF Accreditation for Outpatient Clinics
- ◆ Competency Assessment and Training
- ◆ Management Consulting for outpatient rehab operations including CORF, PTPP and Rehab Agencies

#### EDUCATIONAL SERVICES

Development and presentation of seminars for professional development.

- ◆ Preparing for Joint Commission: Compliance Strategies for the Rehab Department
- ◆ Solving the Puzzle: Using Physical Agents in Contemporary Practice
- ◆ Surviving Change in Healthcare: Balancing Quality, Productivity and Profitability
- ◆ Balancing Quality and Productivity: Using Quality Improvement Strategies to Improve Efficiency
- ◆ The Rehab Manager's Toolbox
- ◆ Customized Programs Available on Request

Development and presentation of educational programs on clinical application and management topics including: Physical Agent Modalities, Joint Commission Preparedness, Surviving Change in Healthcare: Balancing Quality, Productivity and Profitability, Customer Service and other Management Topics.

**Rehabilitation Consultant**  
**Health Dimensions Group**  
2001 THROUGH PRESENT

In collaboration with Health Dimensions Group, Ms. Phillips provides a wide variety of consulting services across the rehabilitation continuum of care and has established success in ensuring that clients meet their goals. As an experienced health rehabilitation consultant, Ms. Phillips focuses on operational assessment and effectiveness for rehabilitation services across the continuum. She assists our clients in meeting Federal and State regulatory requirements for physical rehabilitation services in all settings.

**Chief Executive Officer**  
**SCCI Hospital · Amarillo**  
APRIL 1997 THROUGH MARCH 2000

- ◆ Directed final stages of a multi-million dollar renovation project.
- ◆ Successfully built a management team and primary staff to open as a newly licensed rehab hospital.
- ◆ Oversaw preliminary licensure, opening, and early survey under JCAHO with successful completion of all phases of startup.
- ◆ Achieved required percentages of diagnosis from HCFA 10 for preliminary cost report period and successfully achieved length of stay to convert to Long Term Acute Care Specialty Licensure at earliest possible date.
- ◆ Responsible for overall operations of this 44-bed specialty hospital with primary responsibility for census development, compliance, quality and cost control.

**Northwest Texas Healthcare System, Amarillo, TX**  
**Director, Physical Medicine and Rehabilitation**  
FEBRUARY 1987 THROUGH APRIL 1997

- ◆ Responsible for overall management of rehab services including physical therapy, occupational therapy, speech pathology, audiology and wellness programs.
- ◆ Accomplishments included significantly increasing volumes while improving productivity; recruiting and retaining excellent professional staff; revision of system wide customer service training program; participation in development of credentials program for allied health providers; development of ancillary services guide in conjunction with Lexi-Comp; implementation of total quality improvement; successful completion of JCAHO survey with **commendation**; continued ability to meet changing needs of staff and management in the face of health reform.

**Amarillo College, Amarillo, TX**  
**Instructor, Physical Therapist Assistant Program**  
AUGUST 1984 THROUGH MAY 1987

- ◆ Instruction in lecture and lab situations for professional courses in fundamental skills, therapeutic modalities and therapeutic exercise.

**Mid America Rehabilitation (now HealthTech Rehab), Warrensburg, MO**  
**Clinical Coordinator of Services**

**DECEMBER 1982 THROUGH MAY 1984**

- ◆ Responsible for coordination of all rehabilitation services for hospitals, nursing facilities and home health agencies statewide.
- ◆ Provided consultation services to nursing facilities as head of the agency's management consulting team.
- ◆ Developed and presented seminars to internal and external customers and staff.

**Las Vegas Institute of Physical Therapy and Sports Medicine, Las Vegas, NV**

**Supervisor, Inpatient PT Services**

JUNE 1982 THROUGH DECEMBER 1982

**Lakeview Osteopathic Hospital, Milwaukee, WI**

**Chief Physical Therapist**

AUGUST 1980 THROUGH JUNE 1982

**St. Nicholas Hospital, Sheboygan, WI**

**Chief Physical Therapist**

**Satellite Unit at Plymouth**

JULY 1979 THROUGH JULY 1980

**Memorial Medical Center, Springfield Illinois**

**Staff Physical Therapist**

OCTOBER 1978 THROUGH JULY 1979

**St. John's Hospital, Springfield, Illinois**

**Staff Physical Therapist**

October 1977 through October 1978

**SKILLS**

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Excellent leadership, educational and change management skills

Understanding of the necessity to be proactive in a rapidly changing healthcare environment

More than 23 years experience in providing clinical and management services in physical medicine and healthcare environments

Organized, productive, proactive

Responsiveness to client needs and time requirements

**EDUCATION**

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**University of Pennsylvania**

School of Allied Medical Professions

Philadelphia, PA

Graduate Certification in Physical Therapy, September 1977

**University of Pennsylvania**

Philadelphia, PA

BA, Behavioral Biology, May 1976

## **PROFESSIONAL ORGANIZATIONS**

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Past Chairman, West Texas District, Texas Physical Therapy Association  
Member, Texas Physical Therapy Association  
Member, American Physical Therapy Association  
Liaison to Governmental Affairs, American Physical Therapy Association,  
Section on Administration, Current Term 2001  
Member, Committee on Health Policy and Practice, Section on Administration, APTA,  
Current Term 2001-2003  
Member, Acute Care Section, APTA  
Member, Administrative Section, APTA  
Member, Private Practice Section, APTA  
Member, Section on Health Policy, APTA  
Past Member, Pediatric Section, APTA  
Past Member, Orthopedic Section, APTA

## **CIVIC ORGANIZATIONS**

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Amarillo DownTown Lion's Club

- Member, Board of Directors
- Chairperson, Annual Rose Fundraising Event

## **PRESENTATIONS**

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Multiple presentations throughout the United States with consistently exceptional ratings from program attendees.

## **PROFESSIONAL ACTIVITIES**

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Speaker for American Physical Therapy

- ◆ Combined Sections, Boston, 1998 – Update on JCAHO Accreditation
- ◆ Combined Sections, Seattle, 1999 - Update on JCAHO Accreditation
- ◆ Annual Conference, June 1999 – 2-day pre-conference seminar on JCAHO compliance
- ◆ Combined Sections, New Orleans, 2000 – Update on JCAHO Accreditation
- ◆ Annual Conference, June 2000– Comparison of JCAHO and CARF Accreditation Requirements
- ◆ Annual Conference, June 2000 – Competency: A Challenging Standard
- ◆ Combined Sections, San Antonio, TX, February 2001 – The Rehab Manager's Tool Box
- ◆ Combined Sections, San Antonio, TX, February 2001 – Update on JCAHO Accreditation
- ◆ Annual Conference, June 2001 - Productivity and Beyond

## **PUBLICATIONS**

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- ◆ Competency – Who's Responsibility Is It? Pending Publication, The Resource, the Combined Journal of the Sections on Administration and Health Policy, APTA
- ◆ Uniform Performance of Patient Care Processes: What Does It Mean and How Can We Succeed?, Acute Care Perspectives Vol. 8, No. 4, Winter 2000.
- ◆ Performance Appraisal: Concepts, Blueprints, and Case Studies" Kathleen Lewis, PT, JC, MAPT; and Angela Phillips, PT. PT Magazine, December 1999.
- ◆ "JCAHO ACCREDITATION CHECKUP: Are You Ready For Your Next Survey", June 1999, The Resource, the Journal for the Administrative Section of the APTA.
- ◆ "The Desktop Consultant: The Rehab Department's Guide to JCAHO", February 1999.
- ◆ "Tips and Hints for Meeting and Exceeding the JCAHO Requirements", Spring 1996, The Resource, the Journal for the Administrative Section of the APTA.

## **ADVISORY BOARDS**

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- ◆ Member of the Advisory Board for Eli Rehab's Distance Learning