

CRYSTAL L. HUNTER

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SUMMARY PROFILE Goal-directed, healthcare administrative professional with a strong medical-nursing background and a passion for improving patient care and healthcare services. Experience in healthcare administration, mobile wellness programs, regulatory compliance, performance management, and service quality improvement. Able to lead cross-functional teams, optimize processes, and foster collaboration between healthcare providers and community organizations. Expertise in managing mobile wellness initiatives targeting underserved populations and improving health equity across Delaware.

CORE COMPETENCIES

- Healthcare Operations Management
- Wellness Event Creation & Coordination
- Strategic Planning and Development
- Regulatory Compliance & Audits
- Patient Care Quality & Safety
- Policies/Procedures Development & Implementation
- Licensed Nurse (Delaware – Compact Multi-State License)

SKILLS & TECHNICAL PROFICIENCIES

- Healthcare Management Software: Epic, Cerner, PointClickCare
- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Data Analysis & Reporting (Excel, SPSS)
- Project Management Tools: Asana, Trello
- Regulatory Knowledge: HEDIS, HIPAA, OSHA, CMS, State Licensing Regulations

PROFESSIONAL DEVELOPMENT

- Workforce Development & Leadership Training
- Cultural Competency in Healthcare
- Clinical Leadership & Patient Safety Initiatives

COMMUNITY ENGAGEMENT

- Mobile Health Clinic – Offering free health screenings and educational resources to underserved populations.
- Member, National Association of Health Services Executives (NAHSE) – Actively involved in advancing healthcare leadership within diverse communities.

EDUCATION

Master of Science, Strategic Leadership – Healthcare Administration (In Progress)

Valparaiso University, August 2018 – Present

Relevant coursework includes Project Management, Ethics in Healthcare, Health Information Management, Strategic Planning, Community-Based Healthcare, Healthcare Leadership, Healthcare Policy

Bachelor of Science, Healthcare Administration, New England College, July 2015

Associate of Applied Arts, Business Administration, October 2014

Certifications & Licenses:

- Practical Nursing License, State of Delaware (Compact Multi-State) – Valid through February 28, 2026
 - Original State of Licensure: Alabama – License #: L2-0009595 (2002)
 - Intravenous Certification, Huntsville Hospital, Alabama (2007)
 - Certified Dementia Practitioner (CDP), National Council of Certified Dementia Practitioners (August 2022)
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PROFESSIONAL EXPERIENCE

Crystal L Hunter, Newark, DE, Healthcare Manager Consultant | June 2024 to Present

- **Strategic Healthcare Consulting:** Healthcare startups and established organizations to improve operational efficiency, reduce costs, and enhance patient satisfaction. Conduct comprehensive research on regulatory requirements, licensing, operational planning, and facility needs to guide informed decision-making.
- **Healthcare Management & Compliance:** Develop and implement management strategies, ensuring compliance with healthcare regulations and best practices, fostering operational excellence and quality care.
- **Public Policy & Advocacy:** Collaborate with civic organizations, such as the ACLU, on public policy research and advocacy efforts to improve healthcare access and reduce healthcare disparities.
- **Healthcare Planning for Underserved Populations:** Create strategic plans addressing care gaps, accreditation, and improve health outcomes in underserved populations, ensuring equitable access to quality care.
- **Healthcare Research & Policy Development:** Research and policy development for national healthcare studies, with a focus on improving correctional healthcare systems and other critical areas of public health.

AmeriHealth Caritas Delaware, Newark, DE Mobile Wellness Administrator | May 2023 – June 2024

- Led and managed mobile wellness programs aimed at reducing healthcare disparities in underserved communities across Delaware.
- Directed a team of health and wellness specialists, ensuring the delivery of timely, high-quality services that addressed social determinants of health.
- Developed, coordinated, and promoted health and wellness events, collaborating with local healthcare, social service, and community organizations.
- Successfully bridged gaps in care, meeting HEDIS measures and advancing health equity.
- Analyzed data for continuous quality improvement, using insights to refine program strategies.
- **Key Accomplishment:** Created innovative programs such as the United Way of Delaware Library/Mobile Wellness Library partnership and Smile Check programming for free dental screenings.

Accent Care, Christiana Care Hospice, Newark, DE

Licensed Practical Nurse, Inpatient Hospice Unit | December 2022 – April 2023

- Delivered compassionate end-of-life care in a 12-bed inpatient hospice unit, focusing on comfort, dignity, and quality of life for terminally ill patients.
- Collaborated with interdisciplinary teams to create patient-centered care plans.
- Provided education and support to patients, with advanced directives and hospice care decisions.

Medcor, Inc., Swedesboro, NJ Occupational Health Clinic Manager | January 2022 – December 2022

- Managed an occupational health clinic, providing comprehensive health services to employees.
- Implemented education programs and case management services, reducing employee absenteeism and improving workforce health outcomes.
- Contributed to a reduction in Lost Time Injury and OSHA Recordable events, improving safety and compliance.

Salem County Adult Day Care, LLC, Penns Grove, NJ Administrator | September 2019 – December 2021

- Directed daily operations of an adult day care program, overseeing human resources, quality improvement initiatives, and program development.
- Developed and launched telehealth services during the COVID-19 pandemic.
- Prepared and reviewed reports for state surveys, insurance audits, and safety inspections, ensuring full regulatory compliance.

Gilpin Hall, Wilmington, DE Adult Day Program Director | 2017 – 2019

- Managed program development, staff supervision, and participant care coordination.
- Increased participant enrollment by more than 100%, leading to greater program sustainability.
- Oversaw Medicaid HMO billing and collections, improving financial solvency and revenue cycle processes.