



# Orange County Government

Orange County  
Administration Center  
201 S Rosalind Ave.  
Orlando, FL 32802-1393

## Legislation Text

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**File #:** 24-1110, **Version:** 1

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### Interoffice Memorandum

**DATE:** July 16, 2024

**TO:**

Commissioner Nicole Wilson, District 1  
Commissioner Christine Moore, District 2  
Commissioner Mayra Uribe, District 3  
Commissioner Maribel Gomez Cordero, District 4  
Commissioner Emily Bonilla, District 5  
Commissioner Michael "Mike" Scott, District 6

**SUBJECT:** Appointment of Manager of the Orange County Medical Clinic

**ACTION REQUESTED:**

Confirmation of the Mayor's managerial appointment of Jessica Rodriguez as Manager of the Orange County Medical Clinic, Health Services Department.

**PURPOSE:**

I am pleased to announce the appointment of Ms. Jessica Rodriguez as the manager of the Orange County Medical Clinic, Health Services Department. Subject to confirmation by the Board of County Commissioners, Ms. Rodriguez's start date will be August 19, 2024.

Ms. Rodriguez brings a wealth of experience to the position, having 15 years of experience in the healthcare field. She has demonstrated exceptional leadership skills, a strong work ethic, a talent for building strong relationships, and a passion for delivering quality patient care services. Ms. Rodriguez served as the Operations Manager for AdventHealth Primary Care for eight years. She began her career in 2009 as an ER Patient Access Clerk in Bayamon, Puerto Rico. Ms. Rodriguez then worked as the ER Patient Access Lead for Florida Hospital before transitioning into primary care supervisory roles. Ms. Rodriguez holds an Associate's Degree in Finance and a Bachelor of Business Administration in Marketing from the University of Puerto Rico.

Ms. Rodriguez's appointment will be effective August 19, 2024, at an annual salary of \$120,681.60. Her resume is attached for your review.



# JESSICA M. RODRIGUEZ

jessymrs@live.com | 407-567-8410 | KISSIMMEE, FL 34758

## PROFESSIONAL SUMMARY

Highly skilled and enthusiastic Operations Manager with more than seven years of experience managing operations in patient-centric medical offices. Successfully oversee staff, employee engagement, operational excellence and patient services. Develop and lead productive and efficient office staff. Contribute to high-volume primary care practices by providing exceptional customer service.

## SKILLS

- Highly professional, motivated self-starters with excellent communication skills.
- Strong influencing skills and be able to manage, support and develop teams
- Ability to manage priorities and the enthusiasm to work as part of a team
- Problem solver and process improvement
- Unquestioned integrity and good listening skills

## WORK HISTORY

**Operations Manager** | AdventHealth Primary Care+ - Orlando, FL  
05/2020 - CURRENT

- Responsible for the daily operations of 11 Primary Care+ practices, including volume reports, recruiting, bank reconciliations, ensure billing reports and claims are clear of errors.
- Develop and implement strategies to improve operational efficiency in order to reduce costs while maintaining quality patient care.
- Assist with development of annual operating budgets for the department as well as long-term strategic planning activities.
- Responsible of hiring staff, planning and creating training program
- Lead a team of Supervisors and support over 75 direct reports, manage staff schedules to always ensure appropriate coverage for staff and Providers.
- Build strong relationships within the organization including Marketing, Finance, Clinical and Operations
- Raise and maintain patient satisfaction scores for service delivery

- Create and update processes and procedures to increase patient volumes and revenue
- Assist with the opening and setup of all new Primary Care+ practices
- Develop onboarding and training program for new hires

**Center Manager III** | AdventHealth Centra Care Waterford - Orlando, FL  
01/2020 - 04/2020

- Responsible for Center operations, reporting, ordering
- Monitor time and attendance, supervise staff
- Making sure staff delivers the best patients experience, monitor wait times and improve processes and procedures
- Patient recovery, follow up with patient concerns
- Build good relationships with Providers and staff.

**Float Supervisor** | AdventHealth Centra Care - Orlando, FL  
01/2019 - 01/2020

- Assist Centers on different managerial duties
- Responsible for daily reports and ordering for each location
- Monitoring wait times and patient flow
- Identify opportunities for process and patient experience improvements
- Support the float pool with schedules and timesheets.

**Center Supervisor** | AdventHealth Center for Employee Health - Kissimmee, FL  
01/2016 - 01/2019

- Population Health Clinic with Rehab, Primary Care, Nutrition and Lab oversight.
- Supervise clinical and non-clinical staff
- Responsible for day-to-day operations and management
- Lead morning energizers
- Monitored patient volumes and wait times
- Time and Attendance
- Run weekly volume reports
- Patient recovery
- Scheduling patients
- Interact with Providers and responsible of their schedules.

**Member Service Representative** | Partners Federal Credit Union - Orlando, FL  
01/2013 - 01/2019

- Interact with members, customer service, cross-sell multiple products and services, front desk and teller as needed
- Analyze member's finances to offer products that best suit their needs.

**ER Patient Access Lead** | Florida Hospital Kissimmee - Kissimmee, FL  
01/2012 - 01/2016

- Supervise my team, make sure we provide the best patient experience and meet collection goals
- Interact with patients, registration, update patients records, collect copays
- Create a daily shift report.

**ER Patient Access Clerk** | PR Children's Hospital - Bayamon, PR  
01/2009 - 01/2012

- Interacting directly with patients, doctors, and nurses. Verifying insurance eligibility, processing records, cashier and admitting patients.

## EDUCATION

University of Puerto Rico  
**BBA:** Marketing

University of Puerto Rico  
**AA:** Finance

## CERTIFICATIONS

- Lean Six Sigma Greenbelt Certified
- PROSCI Certified