

Application Form

Profile

Susan

First Name

Guerin-staples

Last Name

1854 Dinsmore St

Home Address

North Port

City

FL

State

34288

Postal Code

susanguerinstaples@gmail.com

Email Address

Home: (207) 212-4390

Primary Phone

Alternate Phone

Please list three references (name only)

Jeanne Knox, Debra Haase, Greg Kellough

Except as otherwise provided, all board members must reside in the city as least six months prior to appointment. Residency must be maintained throughout the term of office. Failure to maintain consistent residency within the city will result in automatic termination of the board appointment. One nonresident may serve as a voting member on each board, provided that the person has owned real property in the city for at least one year prior to the date of appointment. Ownership must be maintained throughout the term of office and will be determined by reviewing the Sarasota County Property Appraiser's records. Youth members must be at least 14 years-old and in high school. Board members may serve on only one board, with the exception of ad hoc, task force, or special committees appointed by the city commission.

Yes No

Interests & Experiences

Which Boards would you like to apply for?

Charter Review Advisory Board: Submitted

Are you currently serving on any other City Board/Committee? Board members may serve on only one board, with the exception of ad hoc, task force, or special committees appointed by the city commission.

Yes No

Were you ever removed from a City Board/Committee due to lack of attendance?

Yes No

Do you have any relatives currently serving on a City Board/Committee or relatives that are currently serving on the same City Board/Committee for which you are applying? Relatives as defined in F.S. Chapter 112.3135; grandparents; and grandchildren may not (i) concurrently serve on the same board; or (III) concurrently serve on the city commission and a board that hears quasi-judicial items.

Yes No

Educational Background:

I have a Bachelor's degree from Quinnipiac University in Clinical Laboratory Science and a Masters in Business from Husson University.

Are you retired?

Yes No

Fabric Health
Employer

Sr. Customer Success
Manager
Occupation

[Susan_Guerin_Staples_CV_2024_.docx](#)

Upload a Resume

Please list any Civic organizations to which you belong.

None at this time

Why do you desire to serve on the above Board/Committee? Please list any relative experience, if applicable.

My involvement in my community has in the past centered around athletics. For 15+ years I was a certified official who volunteering in support of local youth athletics. Since moving to Florida, and retiring from officiating, I am ready to invest my time into other areas where I can be of service. I am a certified Healthcare Executive. In order to maintain my fellow status I must re-certify every 3 years. The recertification process requires volunteering either in healthcare or in my community. I have always chosen my service to be to my community and would like to continue that focus here.

Question applies to Community Economic Development Advisory Board

Please indicate for which position you are applying. *

- North Port Resident
- Medical and health care

Demographics

Susan Guerin-staples

Ethnicity *

Caucasian/Non-Hispanic

Gender *

Female

Acknowledgements

Please Agree with the Following Statement

I agree that if appointed, I will serve on the above board without compensation and at the pleasure of the City Commission.

I Agree

Please Agree with the Following Statement

I agree to abide by the Sunshine and Public Records Laws and attend all mandatory training sessions.

I Agree

Please indicate if any information provided on this application is exempt under Florida Statutes Chapter 119.07.

No it is not.

Susan L. Guerin - Staples, FACHE

SusanGuerinStaples@gmail.com

PH: (207)212-4390

Master's prepared healthcare executive with 30 years in the medical field and extensive experience in multidisciplinary management, regional integration, strategic planning and operation efficiency. Easily assumes executive decision-making, risk and ownership of plans designed to adapt to changes within the healthcare environment. Experienced in project management, team facilitation, change management, and customer relationship management. Influential leader, strong in communication, emotional intelligence, organization and presentation skills. Passionate in leadership training and development of employees.

AREAS OF EXPERTISE

Customer Relationship
Management
Clinical Operations
Management
Strategic Planning

Workers Compensation
Team Building & Collaboration
Change Management / Agent
Process Improvement

Problem Resolution
Data Analytics
Regulatory Compliance

PROFESSIONAL EXPERIENCE

FABRIC HEALTH Inc. - New York, NY June 2024 - Present

Fabric's deep roots in healthcare technology go all the way back to 2009. Built by a team of physicians, technologists, and patients, Fabric unifies virtual and in-person care across intake, triage, routing, and treatment while automating workflows for staff. We specialize in AI powered care enablement technology. We believe in care everywhere, for everyone.

SENIOR CUSTOMER SUCCESS MANAGER - Supporting majority of top tier clients throughout the lifecycle partnership with Fabric.

- Help them to maximize the benefits of their Fabric product portfolio
- Work with them to define, track and achieve goals & KPIs
- Proactively identify solutions & overcome barriers to satisfaction
- Achieve greater product adoption & utilization through change management and solutioning
- Advocate to ensure that all departments within Fabric are aligned to meet their needs

AMWELL - Boston MA May 2022 - June 2024

Amwell is a leading digital health platform in the United States and globally, connecting and enabling providers, insurers, patients, and innovators to deliver greater access to more affordable, higher quality care. Amwell believes that digital care delivery will transform healthcare offering a single, comprehensive platform to support all telehealth needs from urgent to acute and post-acute care, as well as chronic care management and healthy living.

Susan L. Guerin - Staples, FACHE

PRINCIPAL CUSTOMER SUCCESS MANAGER - Promoted March 2024, recognized for mastery of CSM skills. I have 1:1 customer ratio supporting our Government Solutions. I partner closely with my assigned top-tier strategic customer throughout their lifecycle partnership with Amwell to:

- Help them to maximize the benefits of their Amwell product portfolio
- Work with them to define, track and achieve goals & KPIs
- Proactively identify solutions & overcome barriers to satisfaction
- Achieve greater product adoption & utilization through change management and solutioning
- Advocate to ensure that all departments within Amwell are aligned to meet their needs

SR. CUSTOMER SUCCESS MANAGER - (title /department change) Dec 2022 Additionally support SilverCloud Cognitive Behavioral Therapy Product line. Support client base of 4.6million ARR.

Key Contributions:

- Attained 100% NPS Response Rate across BoB
- Successfully progressed dissatisfied strategic clients from demoters to promoters within 1 survey cycle
- Maintained 100% of logo retention while expanding BoB
- Aligned to most strategic accounts

CLINICAL PROGRAM MANAGER (May 2022 - Dec 2022)

Work with clients post launch of their Conversa Automated Care pathways to optimize the program, maximize the benefit of the program to both patients and the client. Proactively identify solutions and overcome barriers to satisfaction. Identify opportunities to improve patient engagement and outcomes. Define, track and achieve KPIs and ROI on programs. Merged into Customer Success Division in Dec 2022 (Internal Restructure)

Key Contributions:

- Designed KPI tracking system with month over month performance evaluated
- Designed Best Practice guidance documentation to drive engagement and adoption

MAINEHEALTH - Portland, ME (Nov 2011 - May 2022)

MaineHealth is a not-for-profit integrated health system whose vision is, “**Working together so our communities are the healthiest in America.**” It consists of nine local health systems, a comprehensive behavioral health care network, diagnostic services, home health agencies, and 1,700 employed providers working together through the MaineHealth Medical Group. With approximately 22,000 employees, MaineHealth provides preventive care, diagnosis and treatment to 1.1 million residents in Maine and New Hampshire.

SR DIRECTOR OF EMPLOYEE HEALTH AND ABSENCE MANAGEMENT (2015 - 2022)

Susan L. Guerin - Staples, FACHE

Responsible for strategic and operational oversight of a comprehensive occupational health service, absence management and disability accommodation programs including the self-funded MaineHealth Workers Compensation Trust. Responsible for identifying strategic direction for the service, budgeting, developing, implementing, leading and coordinating all aspects of care delivery, quality assurance, utilization management and regulatory compliance. Creates an environment that ensures quality care is provided through satisfied and inspired clinical professionals. Ensure organizational compliance to meet all Regulatory oversight requirements, participate on HR Benefits Steering Committee

Key Contributions:

- Covid-19 Employee Response
 - Responsible for the design, development, and execution of the MaineHealth Employee Protocols in response to Covid-19. Included Exposure Risk assessments, Work Capacity Determination, Post exposure protocols, Daily Screening Requirement
 - March 2020 Developed, Deployed and Maintained an Employee Covid Call Center operating 7 days a week evaluating and applying all employee covid protocols
 - Leveraged technology to respond and manage surge volumes through the implemented Conversa Daily Health Screener, delivering just in time work capacity and testing guidance for healthcare worker screening in compliance with all applicable state and federal regulations.
- Designed and implemented ADA compliant processes to include reassignment, leave as an accommodation, worksite modification, or temporary modified work accommodation
- Development of data metrics and reporting schedules for the FMLA / STD and LTD programs allowing for strategic direction and implementation of targeted objectives and measurable outcomes.
 - Behavioral Health claim workforce task group - evaluating long duration of behavioral health STD claims, access to care and treatment results in plan design recommendations, modified work capacity forms, and care plan modifications to support employee recovery

DIRECTOR OF EMPLOYEE HEALTH SERVICES (2011 - 2015)

Key Contributions:

- Developed an Integrated Service Delivery Model for Employee Health, standardizing care and streamlining the process from injury, treatment, and return to work / stay at work, transitioning EHS staff from a member-based model to a geographic servicing model with total sharing of resources.
- Implemented Return to Work /Stay at Work program *supporting 91% return to regular duty within 90 days* - Average length of temporary accommodation, 35 days
- Loss Control program development for the participants of the self-funded MaineHealth Workers Compensation Trust *resulting in a >10% reduction in lost time claims for the 2013 Plan Year and overall plan performance maintaining an experience mod of <0.6.*

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- Integrated Centers of Excellence (ADA, Ergonomics, Return to Work / Stay at Work) into the MaineHealth HR structure, to refine, develop, and progress the Occupational Health program for MaineHealth
- Reassignment of positions and duties to better suit the skill mix required for the work performed at the primary EHS clinic site resulting in *expanded clinical coverage, greater access, increased volume and labor savings Accommodated, 70% increase in volume, with no increase in staffing*
- Successfully planned, coordinated and executed a Mass Point of dispensing Center for Maine Medical Center during the Vigilant Guard Exercise in November 2013 combining a centralized and decentralized model, resulting in the successful mock dosing of 10,000 employees and family members (93% participation from staff in 48 hours)

CENTRAL MAINE HEALTHCARE - Lewiston ME - (2009 - 2011)

DIRECTOR OF EMPLOYEE HEALTH (Interim 2008 - 2009, Full time role 2009 - 2011)

Responsible for the development and integration of Occupational Health services for the employees of Central Maine Healthcare. Implement and developed a workplace Wellness Program to improve the health and wellness of employees. Managed Workers Compensation program to minimize employee injury, promote employee return to work. Managed medically based fitness center, the Wellness Center.

Key Contributions:

- Implemented an Employee Wellness Program where employee *participation rates were maintained at 93%*
- Managed Best Practice Workers Compensation Program promoting early reporting and successful return to work and recovery outcomes reducing and maintain the *mod rate below*

Susan L. Guerin - Staples, FACHE

0.6

- Expanded personal health coaching contracts resulting in increased revenue for Wellness Center

Bridgton Hospital – Bridgton, ME (Member of Central Maine Healthcare)

1994 – 2009

DIRECTOR OF ANCILLARY SERVICES - (2004 – 2009)

Recruited as Lead Hematology Technologist, 1994

In 2000, promoted to Regional Laboratory Manager and responsible for operational oversight of two hospital laboratories, Bridgton Hospital and Rumford Hospital. Coordinated methodologies at a system wide level. Planned and coordinated strategic initiatives for implementation by staff. Enhanced outreach services. Maintained compliance with Joint Commission and College of American Pathology requirements.

In 2004, promoted to Director of Ancillary Services Responsible for all management and operational activities in the departments of Central Registration, Laboratory, Radiology, Infection Control, and Library Services at Bridgton Hospital. Ensured practices of care met state, federal, American College of Radiology and the College of American Pathology Requirements.

Key Contributions:

- Developed Hazardous Chemical Management Program for the laboratory which was then adapted hospital wide
- Led team on the development of a code of conduct standard for Bridgton Hospital in a response to patient complaints focused on setting a standard for employee interaction with peers, physicians and the community. Bridgton Hospital was a top award winner for Press Ganey Patient Satisfaction Scores
- Successfully implemented a Laboratory Information System, Radiology Information System and new filmless radiology system (GE PACS) at Bridgton Hospital, supported staff as a Super User
- Recognized by peers in the northeast with the Pine Tree Award in 2004 for personal contribution to laboratory medicine

EDUCATION

Master of Science in Business, Husson University – So Portland, ME (2006)

Bachelor of Science, Medical Technology, Quinnipiac University – Hamden CT (1992)

CERTIFICATIONS

Fellow, American College of Healthcare Executives (FACHE) 2006

Medical Technologist, American Society for Clinical Pathologists (ASCP) 1992

Susan L. Guerin - Staples, FACHE

Six Sigma Green Belt 2007

DDI Certified Trainer 2014

Charter Review Advisory Board

Board Roster

□ **Art Bilski**

2nd Term Jul 28, 2020 - Jul 12, 2025

Position Member

□ **Brijin Boddy**

1st Term Oct 24, 2023 - Oct 24, 2026

Position Member

□ **Joseph R Garren**

1st Term Apr 12, 2022 - Apr 12, 2025

Position Vice Chair

□ **Ed James**

1st Term Sep 24, 2024 - Sep 24, 2027

Position Member

□ **Joe Justice**

1st Term Jun 07, 2022 - Jun 07, 2025

Position Chair

□ **Vacancy**

Position Member

□ **Vacancy**

Position Student Member

□ **Vacancy**

Position Alternate I

□ **Vacancy**

Position Alternate II

North Port, FL

Charter Review Advisory Board

Board Details

The charter review advisory board shall have all the powers, duties and responsibility set forth in 8.02 of the city charter, including the recommendation to the mayor and the city commission of proposed amendments to the city charter which would be subject to referendum at the next general election or at a special election called for that purpose. The charter review advisory board shall also review, at least annually, the city charter and any self-initiated or suggested changes from the city commission or city administration to determine if any proposed charter amendments should be formulated in writing for submission to the mayor and city commission to initiate the referendum process, as described above.

Overview

- Size** 9 Seats
- Term Length** 3 Years
- Term Limit** 2

Contact

- Name** Micheal Bodmer
- Email** boardapplications@cityofnorthport.com
- Phone** (941) 429-7061

Additional

Membership Requirements

The board shall consist of six regular members, two alternate members, and one youth member. All board members must reside in the city at least six months prior to appointment. Residency must be maintained throughout the term of office.

Meetings

Meets at least annually.

Enacting Legislation

City Code Chapter 4 Article I - Boards Generally and Article II - Charter Review Advisory Board

Enacting Resolution Website

n/a