

PAT OUNGPAK

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CAREER PROFILE

Experienced and collaborative health care professional with over six years of cumulative experience in hospital performance improvement and over two years in international health policy. Specializes in managing and driving complex projects, analyzing data, and translating findings into actionable insights. Passionate about ensuring greater and more equitable health care access, and constantly learning across disciplines.

EXPERIENCE

Moss Adams, Oakland, CA

February 2020-present

Performance Excellence Manager (July 2022-present); Senior Consultant (February 2020-June 2022)

- Manage and oversee data team as the team lead and key client contact to analyze hospital labor and volume data to derive insights on how best to sustainably optimize labor productivity and hospital operations, resulting in up to \$20 million in cost-saving opportunities
- Serve as the co-lead project manager on a multi-million dollar engagement with over 20 team members to ensure seamless collaboration and communication, and address any possible internal or external issues that would hinder project progress and meeting key milestones
- Lead Project Management Office with executive client counterparts to guarantee alignment of strategies and expectations, and timely removal of obstacles that would delay approval and implementation of labor initiatives
- Collaborate with clinical department leaders to identify opportunities to improve productivity that takes into account the unique internal and external factors that are not always revealed in quantitative analyses
- Synthesize and present findings and actionable recommendations to executive leaders and other key decisionmakers at health systems
- Author articles translating new policy updates such as California health care minimum wage and new Centers for Medicare and Medicaid Innovation value-based care models and their potential impacts to hospital stakeholders
- Develop model for comparing Emergency Department performance nationally, and allowing for assessing where best to focus performance improvement efforts
- Create financial models and explore new programs and ways of improving efficiency of financial reporting for smaller hospitals and Federally Qualified Health Centers
- Prepare annual financial reports for California's Department of Health Care Access and Information

Wipfli LLP, Oakland, CA

June 2017-February 2020

Senior Consultant

- Analyzed hospital utilization data and developed benchmarks to help hospital clients prioritize how best to improve their labor and non-labor productivity to reach their efficiency goals
- Prepared and presented financial analyses demonstrating the projected impact of various Medi-Cal reimbursement strategies for Federally Qualified Health Centers
- Assisted Federally Qualified Health Centers in establishing successful Graduate Medical Education Residency Programs to attract physicians to health professional shortage areas
- Developed a tool to help hospital administrators anticipate financial impacts from the federal Hospital Value-Based Purchasing program, and to identify how they can mitigate these impacts
- Reviewed and prepared for cost report appeals for a long-term care center and a hospital system

University of Michigan, Department of Health Management and Policy, Ann Arbor, MI

Graduate Student Instructor

December 2016-April 2017

- Prepared and created teaching materials for a survey class on the United States health care system taught to over 160 graduate students
- Led discussions with students to encourage the application of material and frameworks learned in class in evaluating and analyzing the US healthcare system's organization, financing, and delivery

HFS Consultants, Oakland, CA

May-August 2016

Summer Consultant

- Conducted benchmarking analysis and qualitative interviews to help identify up to \$9 million in cost-saving opportunities in the management and operations of two small-to-midsized hospitals
- Engaged and collaborated with staff members at client sites to take ownership of initiatives to ensure their long-term sustainability and success
- Enhanced communication between consultants and clients to ensure that project goals were met according to the clients' strategic priorities

Center for Value-Based Insurance Design, Ann Arbor, MI

September 2015-April 2017

Intern

- Synthesized news articles into a monthly newsletter circulated for 1,000+ subscribers on current issues related to value-based reimbursement models and design such as drug cost and access, and high deductible health plans
- Produced a policy brief on the opioid epidemic and narrow networks to advocate the use of V-BID principles

Washtenaw Health Initiative, Ann Arbor, MI

October 2015-April 2016

Community Outreach Coordinator

- Collaborated with over 20 community members, organizations, and stakeholders in the Washtenaw County to conduct outreach events targeted at assisting individuals without health insurance coverage
- Planned enrollment events including logistics and marketing in strategic locations to most effectively increase health insurance coverage

Health Systems Research Institute, Nonthaburi, Thailand

November 2013-July 2015

Program Assistant (April 2014-July 2015); Technical Coordinator (November 2013-March 2014)

- Improved translational research by streamlining communication between project leaders, steering committee, senior health officials, and international funders in six countries on three multi-country projects
- Advised development of a successful \$300,000 USD multi-country proposal on vaccination among women of child-bearing age in Lao PDR, Thailand, and Vietnam

Living Enterprise, Cambridge, MA

July-September 2013

Foresight Research Intern

- Conducted secondary research on the future of the pharmaceutical industry utilizing the STEEP model
- Led a team of two other interns on an 8-week project from inception to completion

Tufts University, University Advancement – Prospects Research and Management, Medford, MA

May 2012-May 2013

Student Worker

- Read magazines and newspaper articles to identify Tufts-affiliated persons
- Maintained university database of the current status of Tufts-affiliated people to help with fundraising initiative
- Managed confidential and sensitive data

Jean Mayer Human Nutrition Research Center on Aging, Boston, MA

June-August 2012

Energy Metabolism Lab Research Assistant

- Collected data on body metabolism and body fat composition of study participants using resting metabolic rate machine and the BOD POD machine
- Conducted literary research to help write a review on the effects of artificial sweeteners on body weight regulation

Tufts University Biomedical Engineering Department

January-April 2012

Research Assistant

- Aided professors and graduate students in data collection e.g. extracting sericin from silk worm cocoons
- Conducted literary research to help professors best initiate their research projects

Tufts University Psychology Department, Nutrition and Behavior Lab**July-August 2011***Research Assistant*

- Acted as a confederate in a study to simulate stressful real-world situations
- Ensured limited variability in each participant's simulated situation to reduce inconsistency in data collection

Tufts University Office of Sustainability, Medford, MA**September 2010-June 2011***Eco-Representative*

- Promoted environmentally-friendly behavior among dorm residents by initiating student programs such as Green Dorm Room Certification to encourage minimizing ecological footprint
- Educated peers about environmental issues through interactive dorm activities

International School Bangkok, Nonthaburi, Thailand**July-August 2009***Summer School Teaching Assistant*

- Taught math, reading and writing skills to a class of children ages 4-7

EDUCATION**University of Michigan School of Public Health, Ann Arbor, MI****April 2017***Master of Public Health, Health Management and Policy*

GPA: 3.91

- Awards: Dean's Scholarship recipient all semesters

Tufts University, Medford, MA**May 2013***Bachelor of Science, Biopsychology*

Cumulative GPA: 3.63

*Bachelor of Arts, Community Health**Minor, Economics*

- Honors: *cum laude*, Dean's List recipient all semesters

LEADERSHIP ACTIVITIES & ACHIEVEMENTS**Toastmaster International, East Bay Toastmasters Club****February 2024-present***Member (February-June 2024); Vice President of Public Relations (June 2024-present)*

- Facilitate community outreach events to encourage more participation in local Toastmasters club

University of Michigan, Health Policy Student Association**September 2015-April 2017***Member (September 2015-April 2016); Treasurer (April 2016-April 2017)*

- Managed and balanced budget of over \$5,000 for events and activities
- Coordinated events to engage the School of Public Health student body in current health policy discussions, including the Post-2016 Election panel that won "Best Event" as voted by the student body

University of Michigan, PwC-Michigan Healthcare Executive Students Association Case Competition**April 2016***Winning Team of 20 other competitors*

- Presented a three-pronged strategy to address national and client concerns on physician shortages, including using a collaborative care model, optimizing EHR, and implementing concierge services

University of Michigan, Health Management and Policy Class Representatives**September 2015-April 2017***1st Year Class Representative (Sept 2015-April 2016); 2nd Year Class Representative (May 2016-April 2017)*

- Fundraised for department-wide spring event, with 10% going to a local charity
- Created weekly newsletter among 1st year class members to improve internal communication
- Served as liaison between faculty and students to facilitate and improve communication

University of Michigan, Munger Graduate Residences Case Competition**October-November 2015***Winning Team of 200 other competitors*

- Analyzed research data to pull out key insights on possible ways to improve healthcare delivery
- Performed a SWOT analysis to determine University of Michigan's readiness to act on solutions
- Prepared succinct slide deck to present recommendations to non-healthcare industry professionals

University of Michigan, Office of Academic Affairs**September 2015-April 2017***Admissions Ambassador*

- Served as point of contact and advisor for new and prospective students

Tufts University Leonard Carmichael Society, Tufts Hunger Project **October 2010-April 2013**
Co-Coordinator (May 2011-April 2013); *Member* (October 2010-May 2011)

- Contacted volunteer directors of various food shelters to arrange dates to bring in Tufts student volunteers
- Organized and lead trips for Tufts students to food shelters once per week throughout school semester
- Promoted awareness and understanding of social issues around hunger and homelessness

Tufts University Leonard Carmichael Society, Tutoring Program **February 2010-April 2013**
Math Tutor

- Tutored a middle school student in math

Tufts University Thai Club **September 2009-April 2012**
President (May 2011-April 2012); *Treasurer* (September 2010-May 2011)

- Balanced and allocated budget of \$3,000 for activities, events, supplies, etc.
- Organized events to promote diversity and understanding of Thai culture
- Collaborated with other cultural group leaders to increase awareness of other cultures on campus
- Fundraised to help support Thai charities or those devastated by natural disasters (ex. 2011 flood, 2004 tsunami)

PUBLICATIONS

1. **Oungpasuk, P.** Health for all: a pathway to economic growth in the Association of South-East Asian Nations. The World Health Organization Bulletin; November 2014

SKILLS & OTHER INTERESTS

Technical: Proficient in PowerBI, Microsoft Excel, Canva ; Familiar with Adobe Photoshop, SPSS

Language: Bilingual in English and Thai

Other Interests: Reading; running; hiking, camping and backpacking; learning French; New York Times word games; live music