

Nancy P. Blount

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Career Objective

A position in project leadership and program development utilizing expertise in management, finance, and patient care.

Key Accomplishments

- Analysis and expansion of audiology practices resulting in markedly increased revenue and higher patient satisfaction through expansion of services, cost cutting, and implementation of best practice protocols.
- Recruited, hired, trained and developed audiology staff for a variety of practice settings resulting in lower attrition, higher productivity and higher reported job satisfaction.
- Development and implementation of effective marketing and community outreach programs to increase audiology practices' brand awareness and referrals.

Professional Experience

Director of Audiology

10/99 - Current

Mohawk Valley ENT Specialty, Utica, NY

ENT office with six physicians and nine audiologists providing consultation and treatment of hearing and balance disorders in infants through adults.

Contributions

- Expanded audiological services to include pediatric testing, balance rehabilitation, nursing home contracts, and satellite offices resulting in doubling of practice revenue within two years.
- Recruited, hired, supervised and implemented development programs for clinical staff, resulting in zero attrition in audiology staff in nine years.
- Developed and implemented practice budget, including cost savings initiatives to save over \$10,000 annually.

Professional Experience (cont'd)

Audiology Supervisor
St. John's Hospital, Rome, NY

7/92 – 9/99

Hospital based audiology program with six audiologists, providing comprehensive audiology diagnoses and management including dispensing of hearing instruments for neonates through adults.

Contributions

- Initiated new protocols for newborn hearing screening program resulting in fewer false positives and better follow-up rates.
- Implemented verification protocols for hearing aid dispensary resulting in higher measured patient satisfaction, one third fewer follow up visits and lowered return for credit rates (5% overall).
- Developed and implemented marketing and community outreach program, resulting in increased self-referrals and physician referrals.
- Supervised six audiologists and two students while maintaining full clinical load including diagnostic evaluations (neonatal hearing screenings, adult and pediatric audiological evaluations otoacoustic emissions and electrophysiological testing) and hearing aid dispensing.

Audiology CFY
Whitesboro VA Medical Center, Whitesboro, NY

1/91 – 7/92

VA Medical center providing comprehensive hearing and balance services to an adult population.

Contributions

- Implemented internal training program for new hearing aid technology, resulting in more options recommended for patients and higher patient satisfaction.
- Initiated audiology participation in grand rounds, resulting in increased referrals to audiology, and more efficient and effective patient care.
- Conducted full range of audiological and vestibular diagnostic testing as well as hearing aid evaluations, fittings and management.

Education

- Au.D., Arizona School of Health Sciences
- M.S., Hunter College of the City University of New York
- B.A., Binghamton University

Professional Licenses

- NY Audiology, #1234567A
- NY Hearing Aid Dispensing, #HD123456

Professional Affiliations

- American Academy of Audiology
 - Member - current
 - Public Relations committee volunteer, 2006 - 2007
- American Speech-Language Hearing Association, CCC-A
- New York Speech and Hearing Association – member

Honors and Awards

- Outstanding Community Service Award 2008 from New York Speech and Hearing Association
- Phi Beta Kappa

References

Available upon request

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