



CHARLOTTE HARRIS

Senior Director Of Rehab

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PROFESSIONAL SUMMARY

Strategic leader in rehabilitation with over 7 years of experience in clinical and operational management. Proven success in enhancing patient outcomes through innovative program development and interdisciplinary collaboration. Adept at optimizing departmental efficiency and driving financial performance while maintaining a commitment to exceptional patient care.

WORK EXPERIENCE

Senior Director Of Rehab

Maple Leaf Consulting

📅 Jun / 2021-Ongoing

📍 Toronto, ON

1. Lead a 188-bed rehabilitation facility specializing in orthopedic and neurological recovery, managing a team of approximately 35 therapists for optimal patient outcomes.
2. Enhanced financial performance by improving the contribution margin by 8-10% within two months through strategic budget management.
3. Fostered collaboration with healthcare professionals to address patient and family needs while aligning with organizational goals.
4. Acted as a liaison between the medical director, facility administrator, and corporate office to streamline clinical operations.
5. Initiated and executed a community reintegration program, facilitating seamless transitions for patients returning home.
6. Established a functional maintenance program to sustain patients' abilities and prevent declines in health.
7. Facilitated regular meetings to address patient care concerns, ensuring effective communication among staff and management.

Director Of Rehab I

Silver Lake Enterprises

📅 Jun / 2018-Jun / 2021

📍 Seattle, WA

1. Oversaw all operations within a 130-bed skilled nursing facility's rehabilitation department, ensuring compliance and high-quality care.
2. Recruited and managed a diverse team of 12 rehabilitation professionals, including physical and occupational therapists.
3. Increased departmental contribution margin by over 10-15% in six months through effective cost management and caseload expansion.
4. Developed and implemented staff-oriented training programs to enhance patient care delivery.

EDUCATION

Master of Science in Occupational Therapy

University of Southern California

📅 Jun / 2015-Jun / 2018

📍 Seattle, WA

Focused on advanced rehabilitation techniques and patient-centered care approaches.

SKILLS

Rehabilitation Services

Patient Engagement Strategies

Clinical Operations Management

Resource Allocation

Quality Improvement

INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

STRENGTHS

🔍 Criticality

☰ Detail-oriented

🤝 Diplomacy

😊 Enthusiasm

LANGUAGES



English



German



Mandarin

ACHIEVEMENTS

★ Implemented a patient-centered care model, leading to a 20% increase in patient satisfaction scores.

★ Spearheaded a staff training initiative that improved therapy outcomes by reducing treatment times by 15%.