



JUSTIN WIGGINS

MS

EDUCATION

MASTER OF SCIENCE IN MANAGEMENT AND ADMINISTRATIVE SCIENCES

Concentration in Corporate Finance
University of Texas at Dallas | 2007

BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION

University of Texas at Dallas | 2003

WORK EXPERIENCE

MEDICAL ADMINISTRATOR

Correctional Healthcare Management | 2010-Present

- Responsible for the operations of the medical department in a county jail housing 950 inmates and at a Juvenile Detention Center housing 50 juveniles.
- Responsibilities include: departmental inventory management, physician and hospital contracting, payroll and HR services, financial management, creation of policy and procedures, oversee pharmacy operations, and ensure we meet the standards of the Texas Jail Commission for the County Jail and the standards of the Texas Juvenile Justice Department for the Juvenile Detention Center.

County Jail Key Achievements

- Improved quality of service.
- Created a positive workforce environment resulting in a dramatic reduction in turnover.
- Created new policies and procedures for pharmacy which simplified their processes and improved departmental efficiency.
- Implemented new inventory system for medications resulting in cost savings transition from a paper chart system to an EMR system.
- Adjudicate inmate medical claims, and negotiate rates with hospitals and provides to give the County excellent rates for medical services for their inmate population.

Juvenile Detention Center Key Achievements

- Improved quality of services.
- Transformed the medical department to a 24/7 medical department
- Created new policies and procedures.
- Removed non-medical personnel from performing any medical-based services including medical intake and administering over the counter medications.
- Increased provider services from once a week to 5 days per week.

Consulting Projects

- Washington D.C. Department of Corrections: worked on staffing plan and budget for the detention center.
- Wake County Detention Center in Raleigh, North Carolina: focused on operations and staffing.
- Georgia Department of Corrections: toured multiple state prisons and submitted recommendations for infrastructure changes.

CONTACT INFORMATION

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WORK EXPERIENCE CONTINUED

Federal Prison Contracts (FCI-Texarkana and FCC-Tucson)

- Negotiate Medicare-based rates for hospital and physicians services for the inmates
- Schedule patients to be seen by a provider outside of the prison
- Obtain medical records from hospitalizations and provide them to the medical department staff at the federal prison
- Designed a scheduling software system
- Provide agency nursing staff and MD staff to the prison, if needed

REGIONAL CONTRACT DIRECTOR

Medical Development International Government Healthcare Solutions
Ponte Vedra, Florida | 2009-2010

- Contracted by the Federal Government to provide comprehensive healthcare services for several correctional facilities throughout the United States.
- Responsibilities included: developing a network of hospitals and healthcare providers, and relationship building between providers and correctional institutions.
- Maintained a margin of 25% or greater.
- Developed a hospital and offsite physician network in southern Arizona.
- Improved customer relations with the Federal Correctional Facilities.

MANAGER, PATIENT EVACUATION COMMAND CENTER

University of Texas Medical Branch—Correctional Managed Care | 2006-2009

The Patient Evacuation Command Center was developed to transport inmates throughout the State of Texas using a specialty licensed vehicle. The intent of the department is to reduce ambulance transports and costs while providing appropriate mode of transportation for the patient. I was the first departmental manager for this new department.

- Implemented a new medical transportation department.
- Developed policies and procedures.
- Implemented a new security System for our vehicles.
- Managed a \$2.5 Million budget.
- Reduced cost by 1.5 million.
- Created a new culture.
- Improved access to care for Brace and Limb clinics.
- Developed new processes to improve access to Respiratory Services while reducing cost.
- Developed operational reports.

BUSINESS OFFICE MANAGER

International Radiology Group | Dallas, Texas | 2004-2006