

MARIA PAMBOUKIS

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Professional Summary

Experience of 15+ years in healthcare, managing clinical practice and departmental operations focused on creating a balanced work environment, a culture of execution and driving continuous improvement to secure quality of patient care and access to healthcare services. 7+ of leadership years are at Denver Health participating in strategic planning of improvement projects, compliance with guidelines and best practices. Professional that fosters successful partnerships with internal and external stakeholders. Expertise in supervising onboarding training, providing continuous education and improvement in overall staff performance that impacts employee satisfaction and utilization metrics. Resilient leader with experience in operational budget planning, business and service development.

Professional Qualifications

- Accredited as Occupational English Proficiency in Healthcare (OET) for Medical Providers.
- Medical Doctor specialized in Pediatrics with postgraduate degrees in Pediatric Critical Care and Clinical Nutrition
- Licensed trainer of The Community Interpreter International Training (40- and 60-hours models)
- National Certification in Spanish as Medical Interpreter (NBCMI) (in process)
- LEAN management training and project management training
- Microsoft office Suite, EPIC, Verint, Cisco Finesse platform, WebEx, Zoom.

Professional Experience

Denver Health and Hospital Authority, Denver CO.

June 2013 to present.

- **Manager – Language Services** **August 2023- current**
 - Partner with stakeholders inside and outside the organization to improve lines of communication and processes to ensure access to interpretation services for our patients and providers.
 - Collaborated with senior leadership to create a ladder for growth of in-house interpreters within the organization.

- Worked with compensation department to make a market adjustment for hourly wages of staff interpreters.
- Collaborated with Strategic Plan Committee to increase coverage and adjust modalities support to Denver Health Clinics, Reducing waste and improving patient satisfaction.
- Worked with Workforce development to ensure all interpreters on Staff attained a 40-hour training and pursue national certification in medical interpreting.
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- **Operations Supervisor**

March 2022 to July 2023

- **Language Proficiency Program Coordinator**

- Overseeing and supervise day to day operations of language services department.
- Strategic planning of schedules for medical interpreter staff designed to reduce waste and ensure a balanced workload
- Foster successful partnership with departments and clinics throughout the enterprise and external vendors.
- Recruiting process coordination, screening, and evaluation of candidates.
- Supervise onboarding, professional training and continuous improvement of staff medical interpreters.
- Collaboratively engage staff in professional development goals and promote compliance with performance goals
- Transparency based communication to create collaboration, trust, engagement and a sense of belonging within the Language Services staff
- Supervise and support efficient operations and coverage of interpretation demand through vendors for specific in-person needs.
- Resilient leadership supported by a bidirectional accountability culture of self and others.
- Running reports consistently for required metrics for department's scorecard
- Responds , resolves and documents concerns in a timely manner
- Collaboration with senior leaders to fulfill the mission and vision of our organization.

- **Lead Medical Interpreter**

January 2021 - February 2022

- **Language Proficiency Program Coordinator**

- Supervise and coordinate onboarding of new staff in compliance with LS rules, regulations, and their integration to operational demands.
- Perform operations supervisor duties as requested and needed (i.e. staff scheduled assignments, enforce policies and procedures, solve scheduling conflicts, communication with other departments, communicate updates to staff, external vendor requests and training of administrative support).
- Provide 40-hour Community Interpreter Training (Healthcare version)
- Supervise and conduct quality assurance evaluations to ensure compliance with best practices □ Coach and mentor staff to support professional development.
- Contributed to Action Plan for Employee Engagement and in A3 Project for Emergency services.

- Coordinate Language Proficiency Program scheduling, tracking of data and design of proficiency assessments for internal and external candidates.
- Participate in decision making during recruitment process of new employees
- Project management training to improve data collection and tracking
- Support Nurse Line Quality Assurance management with evaluation of critical calls
- Translates from English into Spanish diverse medical and healthcare related documents and forms requested by marketing, public health, patient's advocate, patient access and telecommunications departments as allowed by department policy.

- Language Services Operations Supervisor (acting)

November 2019 to January 2021

- Developed strategic plan to ensure appropriate and non-interrupted department operations during worldwide COVID-19 pandemic, troubleshoot restrictions and limited exposure of staff to ensure availability of MI support.
- Supervised and ensure training of LS staff in PPE doffing and donning.
- Assisted tracking and analysis of internal and external costs to manage department budget.
- Collaborated with multiple departments throughout the enterprise to ensure MI services were provided according to demand and specific needs
- Co-hosted Lean event to strategically improve efficiency in the operations of LS department □
Supervised and ensure staff compliance with KPI's goals reflected in utilization and quality assurance.
- Supervised and coordinated onboarding of new team members and on line training.
- Implemented use of EPIC to schedule interpreters for proactive appointments
- Contributed to the initiative to increase retention and engagement by adjusting hourly pay cap rate.
- Initiated a reciprocity agreement with Children's Hospital and Anschutz U.C. Hospital
- Contributed to update of department policy based on best practices, Joint Commission guidelines, as well as state and federal law and regulations.
- Develop a comprehensive set of guidelines tailored to our organization to select the interpretation modality with the goal of improving efficiency and promote stewardship in the use of DH resources. .
- Translated documents from English into Spanish documents and forms requested for urgent matters triggered by the pandemic.

- Lead Medical Interpreter / Language Proficiency Program Coordinator October 2018 – October 2019

- Supervised staff compliance with best practices
- Coached staff in areas of improvement based on quality assurance performance.
- Supervised and coordinated onboarding and training of new staff for integration to department operations.
- Mentored professional development of medical interpreters, preparation for national certification and improvement in medical terminology skills.
- Perform operations supervisor duties as requested and needed (daily clinic assignments, requests of PTO and make up time, communication of operational updates, outreach to internal and external stakeholders)

- Provided TCI 40 hour training for staff interpreters as part of professional development
- Coordinated scheduling, tracking of data and assessments design of language proficiency program.
- Supervised compliance with KPI metrics of staff interpreters and created weekly reports and conducted coaching accordingly.
- Responsible for initial phase in recruitment process of new employees, providing complete information about the position in both English and Spanish to ensure language proficiency of the candidates, scheduling of role play and formal interview according to management availability.

- **Medical Interpreter (with added responsibilities)**

January 2013 - September 2018

Language Services Quality Auditor conducted quality assurance evaluations for 26 medical interpreters.

- Supervision of compliance with quality expectations and meeting goals in KPI's
- Onboarding Coordinator, supervising training new staff and monitoring their progress during the first 90 days. Ensure smooth transition to regular operations.
- Language Proficiency Testing Program Coordinator: design of assessments based on ACTFL/NCATE and ISO principles, increased efficiency of process, tracking data and availability for all staff.
- Supported management in design of recruitment and participated in interview process.

Pediatrics Specialist / Pediatric Critical Care Physician / Clinical Nutrition Physician

2004 – 2013 Mexico/USA

- Overall management of private medical practice business operations, overseeing budget, accounting, legal, insurance and delivery of services with a 30+ medical and non-medical staff.
- Attending physician in a Pediatric Emergency room, coordinated training of 15 + medical residents in rotation, coordinating medical and administrative staff designated duties and responsibilities
- Developed in collaboration with other departments a reduction of costs plan that included simplifying laboratory requests and tracking.
- Management of Critical Care Physicians group to provide postoperative care in heart surgery procedures, organizing schedules, payments, insurance and contracts.
- Organized non-profit practice of medical professionals and in-training physicians to provide medical preventive care in marginalized and underserved areas.
- Chief resident in Critical Care, coordinating schedules, acquisition of CME and sponsorship for PALS

Simultaneous and Consecutive Healthcare Interpretation

1995 - 2013

- Provided medical and non-medical interpretation for visiting physicians in clinical and conference settings.

PROFESSIONAL EDUCATION AND DEVELOPMENT

- ❖ The English Language Test for Healthcare Professionals
- ❖ Certificate as Licensed Trainer of Community Interpreter International

- ❖ Certificate by the Spring Institute, BTG Language as Professional Medical Interpreter-
- ❖ Certificate by Language Line Academy as Medical Interpreter
- ❖ Lean Management courses provided by Denver Health Medical Center
- ❖ Equity and Inclusion training provided by Denver Health
- ❖ Project management training Denver Health
- ❖ Medical Doctor specialized in Pediatrics with postgraduate degrees in Pediatric Critical Care and Clinical Nutrition
- ❖ ECFMG :Certification 2023

Memberships and Associations

Diversity, Inclusion and Belonging Committee DHHA since 2022

Interpretation and Translations in Patient Experience Committee since 2022

Health Interest Program – stakeholder since 2021

Medical Career Collaborative – stakeholder since 2021

IMIA member since 2021

NCIHC member since 2021

CAPI member since 2017

Cross-Cultural Communications – member since 2018

The Community Interpreter trainer – member since 2018