



Lori A. Shibinette
Commissioner

Lori A. Weaver
Deputy Commissioner

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF THE COMMISSIONER

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December 8, 2022

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Pursuant to RSA 94:6, the Department of Health and Human Services respectfully requests to place Steven Finnegan at Step 6 for the position of Chief Operating Officer, Hampstead Hospital and Residential Treatment Facility (HHRTF), Position #9U722, unclassified salary grade II, earning \$121,498.00, effective December 30, 2022 upon Governor and Council Approval. 100% Other Funds.

EXPLANATION

In May 2022, the State of New Hampshire purchased Hampstead Hospital and Residential Treatment Facility (HHRTF), a psychiatric inpatient and residential treatment facility focusing on the behavioral health needs of children, youth, and young adults. On March 31, 2022, the Department established six non-classified positions for the HHRTF Executive Team: Chief Executive Officer, Chief Operating Officer, Chief Financial officer, Compliance Officer, General Counsel, and Contract Manager. Chapter 272, Laws of 2022, 272:33 established the six roles as full-time unclassified positions to replace the non-classified positions. Finally, following Korn Ferry review and support of the rationale of the assigned letter grades for each unclassified position, on October 13, 2022, the Joint Committee on Employee Classification (JCEC) ratified Korn Ferry approval of assigned letter grades and approved the transfer of the six non-classified positions to newly established unclassified positions.

Position #9U722, Chief Operating Officer (COO), HHRTF, is a highly-skilled executive position that provides day-to-day operational leadership, strategic management, and planning for all departments of HHRTF. The position is directly responsible for health information functions and operational management of the clinical operations contract which provides professional medical, psychiatric, and pharmacy staffing as well as additional administrative and support staff and functions. The position requires a minimum of ten years of experience in a health care facility, five years of which at a management level with administrative and supervisory experience.

Mr. Finnegan earned a Bachelor of Science Administration, a Master of Science in Emergency Management, and is working toward a Doctorate in Strategic Leadership. A member of the American College of Healthcare Executives, he brings more than 10 years of hospital experience, nine of which were at management or leadership level. Mr. Finnegan brings advanced financial, strategic, and operational knowledge, and particular expertise building effective partnerships and culture across large organizational systems.

Although it is not the goal for government to compete with private industry, our goal is still to recruit and hire quality, experienced employees to enable the department to provide services to the citizens of New Hampshire effectively and efficiently. Based on research, the average salary for a Hospital COO with the experience that we are looking to utilize is between \$128,000 and \$300,000 (ZipRecruiter.com). Mr. Finnegan was originally hired into a non-classified position at a II letter grade step 6 with an annual salary of \$121,498.00. This request is part of the administrative process allowing for the transfer from a non-classified position to an unclassified position while maintaining the salary paid upon hire.

Respectfully submitted,



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STEVEN J. FINNEGAN, MHA, MSEM

SENIOR OPERATIONS EXECUTIVE/DOCTORAL CANDIDATE

Dynamic operations professional offering 10+ years of experience leading key growth initiatives within the emergency and practice management spaces. Known as an expert in delivering creative, reliable, cost-saving solutions and strategies that streamline processes and improve productivity in a fast-paced environment. Dedicated, flexible, and hands-on with a proven progressive career reflecting strong management experience that builds and leads motivated teams to achieve departmental goals. Highly praised for work ethic, problem-solving and communication skills, and ability to lead with vision.

CORE COMPETENCIES

- Clinical Operations Management
- Financial Performance Analysis
- Business Development
- Operations Strategy
- Partnership Development
- Financial Reporting
- Strategic Direction
- Operating Budget Management

PROFESSIONAL EXPERIENCE

Beth Israel Lahey Health **Oct 2021 – Present**
Beverly, MA
DIRECTOR OF OPERATIONS, OUTPATIENT SPECIALTIES

- Oversee 4 Outpatient Specialty offices
- Lead COVID-19 safety response for use by up to 5000 employees, developing protocol for safety site visits and integration of safety checklist into practice operations.
- Facilitate weekly meetings with 4 Practice Managers, discussing topics including financials, staffing, and human resources (HR) issues.
- Identify new opportunities to grow operations and expand templates in EPIC system
- Collaborate with providers and manager to hire support staff and increase productivity.
- Participate in Incident Command Committee at Beverly Hospital.
- Manage budgets worth \$7.5M annually, strategically allocating resources to optimize productivity.

Beth Israel Lahey Health **June 2019 – Oct 2021**
Burlington, MA
DIRECTOR OF SITE OPERATIONS, PRIMARY CARE

- Oversee 2 primary care offices and 2 outpatient specialty offices with 23 primary care and specialty providers at largest office, generating \$2.8M in annual revenue.
- Lead COVID-19 safety response for use by up to 5000 employees, developing protocol for safety site visits and integration of safety checklist into practice operations.
- Facilitate weekly meetings with 3 Practice Managers, discussing topics including financials, staffing, and human resources (HR) issues.
- Identify new opportunities to grow operations and expand templates in EPIC system, resulting in \$800K increase in revenue within first two years.
- Collaborate with providers and manager to hire support staff and increase productivity, successfully growing outpatient visits volume by 12% in first year.
- Participate in Incident Command Committee of 35, preparing and delivering reports on safety measures.
- Manage budgets worth \$4.5M annually, strategically allocating resources to optimize productivity.

Wentworth Douglass Hospital **March 2017 – June 2019**
Dover, NH
PRACTICE MANAGER II, NEUROLOGY

- Managed neurology practice across 3 locations with 9 physicians and 20 staff providing care to 12K patient load.
- Developed and oversaw Epilepsy Monitoring Unit (EMU) with 3 beds, improving relationship with Massachusetts General Hospital.
- Analyzed Electronic Medical Record (EMR) system and updated templates to allow for direct referrals, resulting in 90% patient satisfaction score.
- Spearheaded institutional strategic growth and purchase of additional neurology office in Portsmouth, NH to see 1000 patients annually.
- Created system to call patients 48 hours before appointment, decreasing no-show rate by 5% within first year.

Boston Children's Hospital **October 2013 – March 2017**
Boston, MA
PRACTICE MANAGER, ADVANCED FETAL CARE CENTER

- Collaborated with hospital-wide HICS team to streamline operations and report disruptions, serving as only non-director participant.
- Led daily hospital operations within department of 35 nurses, nurse practitioners, and physicians.

- Managed all aspects of **\$1.5M** department budget and financial planning.
- Hired and trained **3** front desk staff on topics including customer service and computer systems.
- Monitored and optimized system to attract and retain new referrals, increasing retention rate from **86%** to **95%** within two years.
- Maintained **100%** compliance with Joint Commission and CMS accreditation standards.

PROGRAM COORDINATOR, EMERGENCY MANAGEMENT, promoted January 2015

- Coordinated continuity of operations plan and oversaw emergency management functions for hospital with **40+** clinical departments and **258** specialized clinical programs.
- Managed data collection and analysis in relation to hospital capacity, preparing and delivering reports to executive leadership.
- Trained **450+** staff across **50+** departments in emergency management practices.

Elliot Health System

October 2010 – October 2013

EMERGENCY MANAGEMENT OFFICER

Manchester, NH

- Managed all emergency management functions throughout acute care facility with **296** beds.
- Updated evacuation plans and delivered communicated to all key stakeholders throughout system.
- Coordinated full-scale Active Shooter Exercise as well as mandate of flu vaccine for **4000+** Elliot Health System employees.
- Participated in **12**-person Environment of Care Committee responsible for maintaining compliance and creating training.

State of New Hampshire - Department of Safety

October 2009 – November 2010

ASSISTANT CHIEF OF PLANNING

Concord, NH

- Conducted **5+** weekly site visits within local community.
- Oversaw **2** federal grant programs, coordinating with communities and guiding prospects through application process.
- Attended National Hurricane Conference with **300+** people, maintaining knowledge of hurricane preparation and response.

Holy Name Central Catholic Junior/Senior High School

August 2007 – October 2009

TEACHER & BOYS BASKETBALL COACH

Worcester, MA

- Taught **150** students per year across **7** classes on topics including history, writing, and English.
- Coached junior varsity and varsity boys' basketball teams with **13** players each, training both teams on teamwork, discipline, balance, and education.

EARLY CAREER EXPERIENCE

TEACHER/HISTORY DEPARTMENT HEAD, St. Mary's Junior/Senior High School August 2004 – June 2006

TECHNICAL SKILLS

EPIC | PeopleSoft | Microsoft Office (Word, Excel, PowerPoint) | PowerChart | WEBEOC

EDUCATION

DOCTORATE IN STRATEGIC LEADERSHIP (DSL), Liberty University

MASTER OF HEALTHCARE ADMINISTRATION (MHA), Southern New Hampshire University

MASTER OF SCIENCE - EMERGENCY MANAGEMENT (MSEM), Anna Maria College

BACHELOR OF ARTS - Public Policy, Anna Maria College

CERTIFICATIONS

LEAN SIX SIGMA WHITE BELT & YELLOW BELT

2014

ACTIVE MEMBERSHIPS

- American College of Healthcare Executives