

Jamie Mustard, MHA, MBA

Willing to relocate | (208) 602-5970 | jamiejuliettemustard@gmail.com | [LinkedIn](#) | [Portfolio](#)

PROFESSIONAL SUMMARY

Healthcare executive with experience in developing and operationalizing a multi-specialty healthcare group from inception to full scale operations. Proven ability to integrate clinical, and administrative functions to achieve sustainable growth and operational longevity. Experience of managing full Profit and Loss responsibility and aligning operational strategies for patient centered outcomes. Focused on aligning business requirements with objectives, optimizing revenue cycle management, and leading cross functional teams through organizational change and technology entering the industry.

COMPETENCIES

Healthcare Operations | Product Implementation | Budgeting & Financial Management | Revenue Cycle Optimization | Regulatory Compliance | Leadership & Team Development | Process Improvement | Stakeholder Engagement | Strategic Planning | P&L Accountability|

PROFESSIONAL EXPERIENCE

Chief Operations Officer

Practivity, LLC – Boise, ID | August 2023 – February 2026

Co-Founder of Practivity, a healthcare operations and revenue cycle management organization supporting independent provider groups in partnerships with hospital systems.

- Led implementation of RCM enhancement and provider access systems, working with companies such as HybridChart and iMagnum Healthcare AI to improve interoperability, reporting accuracy, and operational performance metrics.
- Responsible for the setup and operational implementation of a multi-specialty healthcare organization, overseeing integration of clinical, billing, and administrative systems. Multi-Specialty group included Hospitalists, Radiology, Anesthesia and behavioral health encompassing roughly 50 providers
- Led contract strategy and executive negotiations for independent provider groups partnering with hospital systems, structuring financial terms, scope of services, and operational frameworks.
- Managed full financial oversight including budgeting, forecasting, and P&L management; developed pro forma models used to support hospital partnership negotiations and contract subsidy agreements.
- Defined enterprise operational strategy and long-term growth planning, presenting performance insights and strategic recommendations to internal leadership and client Boards of Directors.

- Designed and optimized internal revenue cycle workflows and financial reporting systems, improving billing efficiency and strengthening collections performance.
- Implement internal policies and procedures to optimize performance and ensure compliance with healthcare regulations.
- Act as liaison between external partners and internal teams to enhance service delivery.
- Directed full transition of accounting infrastructure from Sage 100 to QuickBooks Enterprise, enhancing reporting capabilities, process efficiency, and financial visibility.

Practice Administrator

On Demand Solutions, Inc. – Boise, ID | March 2022 – August 2023

- Acted as liaison between client practices, vendors, and leadership to ensure smooth transitions and data alignment.
- Directed practice operations including financial oversight, compliance, and procedural implementation.
- Spearheaded strategic planning and long-range operational initiatives that improved efficiency and compliance readiness.
- Served as point of contact for clients and external entities, ensuring aligned communications and accountability.

Operations Coordinator

Medical Management Inc. (MedMan) – Boise, ID | May 2021 – March 2022

- Provided administrative and HR support to managed practices, including hiring, onboarding, and payroll administration.
- Managed vendor relationships and supported operational improvements across multiple medical practices.
- Contributed to practice assessments and developed actionable recommendations to enhance performance and profitability.
- Supported business development activities to expand client services and partnerships.

Commercial Property Management Assistant

Colliers International – Boise, ID | Jan 2018 – Dec 2021

- Assisted with process changes and operational updates across commercial and residential divisions.

EDUCATION

Master of Healthcare Administration (MHA)

Master of Business Administration (MBA)

Idaho State University

Bachelor of Arts in International Business

University of Idaho

LEADERSHIP & ENGAGEMENT

Penn State Health Administration Case Competition | October 2020

- Developed integrated solutions for real-world healthcare delivery challenges under tight time constraints.

University of Minnesota Interprofessional Case Competition | April 2020

- Collaborated across disciplines to propose safety innovations for evolving patient care environments.

Volunteer: Starkey Hearing Foundation, Northwest Parkinson's Foundation, Alzheimer's Association (Greater Idaho Chapter)