

RYAN VAN OTTEN

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PROFILE AND PROFESSIONAL STRENGTHS

Strategic healthcare administrator with progressive leadership experience in academic medicine, graduate medical education, and healthcare operations management. Proven record leading budgets, personnel, recruitment, regulatory compliance, communications, and cross-functional operations in complex clinical environments. Trusted partner to physicians, faculty, and executive stakeholders with deep knowledge of University of New Mexico systems and School of Medicine operations.

Department Administration • Strategic Planning • Operational Leadership • Budget Management • Recruitment & Retention • Human Resources • GME / Residency Programs • Accreditation Compliance • Performance Metrics • Process Improvement • Executive Communications • Stakeholder Relations • Team Leadership

EXPERIENCE

Medical Education Program Manager | 3/2018 - Present

University of New Mexico School of Medicine- Department of Emergency Medicine

Provide senior administrative leadership for residency, fellowship, physician assistant, and medical student clerkship training programs within a high-volume academic clinical department.

Key Achievements:

- Lead operations for six education programs supporting residents, fellows, faculty, medical students and department leadership.
- Supervise administrative staff; oversee hiring, onboarding, training, workflow management, leave approvals, and performance reviews.
- Manage annual non-salary budgets totaling approximately \$200K; monitor spending, forecasting, reallocations, and compliance.
- Partner with leadership to build annual budgets and align resources with strategic priorities.
- Coordinated successful ACGME accreditation reviews, including concurrent multi-program site visits.
- Directed recruitment and onboarding of 160+ residents, fellows, and physician assistants.
- Modernized recruitment through virtual interviews, digital outreach, and residency fair initiatives.
- Implemented Smartsheets systems improving accountability, communication, and productivity.
- Developed operational procedures during COVID-19 to maintain continuity and service effectiveness.
- Oversee scheduling, leave management, and duty-hour compliance across multiple clinical sites.
- Serve as liaison to GME, SOM leadership, HR, Finance, Legal, Occupational Health, and hospital partners.
- Led website and social media initiatives supporting recruitment, engagement, and communications.
- Built and maintained faculty education data for department wide faculty annual review process, organized system for reporting data to Chair and department administrator.
- Created an Education SharePoint intranet portal for learners of all levels and faculty, housing all administrative tools and resources for educational programs.

Medical Education Program Assistant 2 | 1/2016 - 2/2018

University of New Mexico School of Medicine- Department of Emergency Medicine

Key Achievements:

- Recipient of the 2017 *Staff Award for Outstanding Support*
- Coordinated accreditation, scheduling, committee governance, and program administration.
- Developed operational manuals and training tools

- Managed fellowship budgets totaling approximately \$50K.

Operations and Practice Manager | 10/2011 - 8/2015

Animal Hospital of Los Lunas. Los Lunas, NM. www.animalhospitalofloslunas.com

Directed full administrative and business operations for a multi-service healthcare practice

Key Achievements:

- Directed infrastructure overhaul through aesthetic, technological, and industry specific renovations.
- Expanded new client acquisition by +34%, achieved profitability despite a weak balance sheet and an increased expenditure on building renovations.
- Increased annual revenue from \$522k to \$740k while maintaining profitability.
- Established strategic partnerships with local animal shelter and pet supply store (PetSense), generated new areas of revenue.
- Directly supervised 12 staff and 6 interns during my tenure.
- Designed new business website and social media campaigns.
- Directed all branding, strategic marketing efforts and customer relations. Including the use of online surveys.
- Maintained human capital through administrative and HR functions, staff scheduling, and payroll.
- Negotiated transactions and services with clientele, pharmaceutical companies, suppliers, and regulatory agencies (Board of Pharmacy and Veterinary Medicine, DEA, FDA, OSHA, local and state governments).
- Regulated and maintained all inventory systems including controlled substance ordering, tracking, security, and destruction.

EDUCATION, CERTIFICATIONS & ADVANCED TRAINING

Master of Arts, Latin American Studies and Inter American Relations, University of New Mexico

Bachelor of Arts, Political Science and Spanish University of New Mexico

Data Analysis Certificate by LERN 2/2018

Project Management Professional Course 2/2018-5/2018

SOFTWARE PROFICIENCY

Microsoft Office 365 • Teams • Smartsheets • Banner • ChromeRiver • MyReports • AMiON • ShiftAdmin • RedCap • Moodle • Cascade • SurveyMonkey • QuickBooks

PROFESSIONAL AND VOLUNTEER ASSOCIATIONS

Big Brother Big Sister of Central New Mexico- Volunteer in the Mentor 2.0 Program 2015-2019

Albuquerque Committee on Foreign Relations- Member 2014-Present

UNM Emergency Medicine Events Committee- Member 2017-Present

UNM Emergency Medicine Diversity Equity and Inclusion Committee- Member 2019-Present

UNM Emergency Medicine Social Media Team- Member 2019-Present

UNM HSC Mentorship Program- Mentee 2026

REFERENCES

Diane Rimple, MD

Chair and Professor- University of New Mexico School of Medicine, Dept. of Emergency Medicine

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Amy Jameson, MPhil, MBA, MA

Department Administrator, Direct Supervisor- University of New Mexico School of Medicine, Dept. of Emergency Medicine

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