

JESSE L. DODD

Director, Access Services
University of Texas Medical Branch

PROFILE

Jesse has been in healthcare for 16 years, with 10+ years of HealthCare Leadership Experience. His passion is improving both the patient and employee experience.

Before working at UTMB, Jesse managed a high-volume orthopedic practice where he was able to be highly involved with the patient experience from start to finish.

Now, Jesse has the unique opportunity to direct an influential department that has many touchpoints of the patient experience within a large organization.

To improve this patient experience, his departments start with investing in the people taking care of the patients. These investments include:

- Individual Monthly Scorecards
- Robust Quality Assurance Program
- At the elbow, "Real Time" training

CONTACT

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HOBBIES

Spending time with family
Fishing
Hunting

EDUCATION

MBA

University of Houston – Clear Lake
August '10

BACHELOR OF SCIENCE – Fitness and Human Performance

University of Houston – Clear Lake
May '06

WORK EXPERIENCE

Director, Access Services

University of Texas Medical Branch
Sept '20 - Current
Access Center, Referral Coordination Center, Hospital Follow Up Team and Operators, comprised of 175 FTE.

Program Manager, Access Services

University of Texas Medical Branch
July '18 – Sept '20
Access Center, Referral Coordination Center and Hospital Follow Up Team, comprised of 103 FTE

Sr. Practice Manager, Urgent Care

University of Texas Medical Branch
2 Urgent Care Locations, comprised of 21 FTE
Sept '16 – July '18

Practice Administrator

NASA Bone & Joint Specialists
May '11 – Sept '16