

# BENJAMIN SCHAEFFER

bbschaeffer1@gmail.com | 704-472-5981

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## Professional Experience

### Managing Consultant, Healthcare Transactions & Strategy, *BRG*

*April 2022 – May 2025*

- Managed 6-8 concurrent healthcare regulatory and reimbursement projects within BRG's transaction advisory practice for financial investors, provider and physician management services organizations, and other healthcare companies
  - Identified relevant federal and state healthcare policy developments through review of legislation, regulations, policy reports and highlighted risk areas, opportunities, and outlook
  - Led 50+ regulatory and reimbursement due diligence engagements yearly by examining Medicare and commercial payment systems and arrangements, tracking developments and forming outlooks; conducted managed care studies; developed market sizing estimates; and reviewed federal and state regulatory requirements
  - Synthesized findings, authored internal memoranda, and presented project findings to C-suite/partner level client teams on 2–12-week timelines
  - Facilitated weekly and ad hoc project meetings to ensure timely completion of project materials by identifying gaps, integrating stakeholder feedback and appropriately staffing personnel
  - Oversaw research publication business line by collaborating with 15 contributors to publish 2-3 weekly newsletters distributed to 3,000+ contacts affiliated with 200+ healthcare providers, policy organizations, financial and professional services firms
  - Researched and monitored developments with 5 state Medicaid programs, summarized key findings for internal issue tracking, and edited and published weekly report highlighting noteworthy items across all Medicaid programs

### Adoption Manager II, *Oracle Health (fka Cerner)*

*June 2021 – April 2022*

- Collaborated with health system administrators and clinical leadership teams on electronic health record (EHR) adoption strategy to increase client clinical performance metrics by deploying teams of 5-12 consultants across 4–12-week engagements to coach clinicians
  - During a multi-year, multi-site EHR conversion, led the end user support strategy for a federal agency with 10,000+ impacted end users serving a population of over 1 million lives, facilitated 40 trainings of analytics platforms for client leadership
  - Developed, customized, and implemented the end user adoption strategy for 10 commercial health systems or hospitals by synthesizing stakeholder project goals. Projects impacted workflows for 2,500+ end users
  - Analyzed over 20 key provider and health system metrics to provide actionable insights for client project teams to improve clinical satisfaction and performance outcomes within the EHR

### Programming & Development Consultant, *WellSurgent*

*May 2020 – June 2021*

- Developed virtual programming delivery strategy for structured recovery education and behavioral health trainings. Organized and evaluated 7 training curriculums for clearer learning objectives, activities, and content to drive participant engagement
  - Strategized with the Executive Director to expand service offerings and partnerships to increase revenue by 15% in five quarters
  - Edited external communications to ensure consistent messaging with organizational goals and promote services on social media platforms

### Business Development Manager, *Flight Center Travel Group*

*Apr 2019 – Apr 2020*

- Identified and acquired start-up and mid-market clients in the travel management services sector. Transitioned new accounts from previous vendors to newly established protocols, educated client staff by leading educational trainings
  - Onboarded 15 accounts and monitored program adoption and customer engagement through spend data analysis
  - Crafted persona-based sales strategy for 70 key accounts and oversaw 650+ total prospective accounts through digital and personal outreach

### Front of House Manager, *Napa Thai Cuisine*

*Aug 2017 – Apr 2019*

- Supported restaurant operations by managing a front of house staff of 8-12 people and participating in operations improvement meetings to increase staff efficiency and customer satisfaction
  - Created formal employment materials, established consistent disciplinary practices, interviewed and onboarded 15+ candidates, conducted disciplinary meetings, and terminated 2 staff members

## Education

Washington and Lee University, Lexington, VA

*September 2014 – May 2018*

- *Bachelor of Arts in Politics*