



City of Concord, New Hampshire

OFFICE OF THE MAYOR

Byron O. Champlin

TO: Members of City Council

FROM: Mayor Byron O. Champlin

DATE: September 25, 2024

RE: Golf Course Advisory Committee Appointment

I propose the appointment of the following individual to the Golf Course Advisory Committee for a three-year term to expire November 30, 2027.

- Charles Randall, 40 Peterson Circle, Concord. If approved, Mr. Randall will serve on the committee as a General Public Representative. A copy of his letter of interest and resume are attached.

In accordance with Section 18 of the City Council Rules, this proposed appointment is being distributed to City Council as information in advance of formal action at the November 12, 2024 City Council meeting.

September 8, 2020

Bryon Champlin
Concord City Mayor
71 Warren Ave
Concord, NH 03301

Dear Mr. Mayor,

At this time I am very interested in joining the Beaver Meadow Golf Course Advisory Committee as General Public Representative.

I have retired and now have the time where I can commit to attending and working closely with the Golf Committee members. I have attended Golf Advisory Committee meetings in the past and know the responsibilities of the committee members.

I live in the Concord City and very close to the Golf course. I own a house in the Governor's Woods housing development. I am very concerned with the Golf course from a personal perspective and how it affects the value of my property and home.

I have had a membership at the course since 1992. I have played golf for over 45 years, playing to a 9 handicap last year. I appreciate all the hard work and commitment that goes into providing a top notch professional facility.

I have an extensive background in management, dealing with

- Profit and Loss issues
- Customer service issues on many levels
- Revenue generation, expense management, labor costs, large teams of people
- Communication – managing customer perception while balancing service expectations
- Multi-million dollar budgets, capital expense projects , all types of Contracts
- Project management and associates issues

I love the golf course, layout and commitment of the City and City workers to its maintenance and improvements. I recently presented a multi-point plan for enhancing the revenues, reputation and services of the Golf course.

I would love the opportunity to be part of the Committee working to provide continued input, discussion and thoughts on how to further improve the financial and service successes of the facility to the surrounding communities and City of Concord.

Sincerely,

Charles Randall

CHARLES F. RANDALL RT

40 Peterson Circle
Concord, New Hampshire 03303
603 228-5568
E-mail: CFRANDNH@COMCAST.NET

PROFESSIONAL EXPERIENCE:

Retired

February 2020- Present

ClearChoiceMD Urgent Care Radiologic Technologist

February 2017-February 2020

- Working in Belmont Center assisting in care for over 60-100 patients per day. Performing radiologic exams, intake of patients in DocuTap EMR, Trouble shot, maintained, worked with 2 PACS system, DR Radiographic Imaging system, training and orientation of new RT and clinical staff, Point of Care testing, Drug Screenings, assisting in sterile procedures, scheduling of Center staff, Supervisor for Center when needed.

Radiology Manager/Lead Rad. Tech.

December 2014 – February 2017

- Supervised 35 Radiologic Techs in 3 states, developed and implemented orientation program for all new RTs and Center Managers
- Oversaw the performance of all equipment, fielding over 250 calls and saving \$ 50,000 in service costs per year.
- Successfully managed and maintained 2 PACS systems with 30,000 exams per year
- Developed and supervised the Safety Committee and Quality Improvement programs for 10 Centers.
- Maintained image quality standards, assuring compliance 90% of the time.
- Generated radiology reports for 10 Centers, reporting on report turnaround times, volumes by month, day and hour.
- Setup and standardized routine views for Radiologic procedures at 10 Urgent Care centers to maintain high quality and consistent image quality
- Developed, implemented and supervised Radiation Protection program in cooperation with company RSO.
- Responsible for ordering and maintaining film badges for all RTs.

Operational Support

April 2014 – August 2014

- To assure successful operation I composed Licensure, Radiology Policies & Procedures
- Assisted with marketing, setting up Physician database, open houses and recruitment of staff
- Provided Administrative support, answering phones, developing data bases, performing mass mailings, and financial duties.
- Assisted in set up of IT systems
- Assisted in set up of vendor relationships and contracts

Frisbie Memorial Hospital

December 2012 – January 2014

Director Medical Imaging

- Successfully managed the Medical Imaging Department which included: Fixed Site 1.5T MRI, 2 CT units, Nuclear Medicine, Diagnostic Radiology, 2 Off-site Imaging Sites, 4 Ultrasound units and mobile PET-CT service
- Decreased labor expenses, improved staffing effectiveness, improved staff morale and customer service rating by re-staffing all modalities, training & supervising 6 Lead technologists and over 50 employees. Saved over \$150,000 in labor expenses.
- Maintained and improved Regulatory Compliance- successfully passed CMS inspection, NH State Nuclear Medicine Inspection and passed 2 off site Radiology clinics inspections by the state of NH with no violations or citations.
- Met expense reductions and increased MRI exams by 45% while managing the department's budgeting, developing business and marketing plans.
- Kept overall revenue loss to 8% while other seacoast hospitals experienced 15-30% losses in exam volumes.
- Use Lean and 6 Sigma initiatives to reduced FTEs and Expense budgets while increasing patient, physician and employee satisfaction. Improved HR compliance and Risk by resolving potential discrimination issues, developed consistent practices in the dept. revised Evaluations to accurately reflect duties and responsibilities, trained Leads in how to present performance

reviews to obtain positive results outcomes, how to professionally handle conflicts to gain a positive outcome and resolved many outstanding HR documentation issues.

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Resume' Charles Randall

- Initiated QI measures in Report Turnaround time resulting in a reduction in report availability by 12 hours, ED Turnaround Time by 30 minutes and increase Patient Satisfaction from a score of 95% to 97%
- Offset exam decreases by assuring 95% of all uncompleted exams were rescheduled and completed, implementing scheduling changes to allow for same day and add-on patients, adding 4,000 additional exams or over \$3,000,000 of gross revenue.
- Added Cardiac CT, Keepsake Ultrasound and MRI biopsy services at no cost.
- Replaced 4 Ultrasound units and saved the department over \$500,000.

Valley Regional Hospital

January 2004 – December 2012

Medical Imaging - Medical Imaging Manager-PACS Manager

PACS –RIS Manager- Administrator

- Successfully managed Medical Imaging Department including CT, Nuclear Medicine, Diagnostic Radiology, Ultrasound, Vascular Ultrasound, DEXA scanning and Patient Scheduling departments
- Successfully Implemented and oversaw new RIS and PACS systems. Fully digitized department (including purchase of full Field Digital Mammography system , updated Echocardiograms and all new equipment purchases for PACS implementation).
- Supervised staff of 32 employees oversaw operation of department, responsible for financial management of department, budgeting, developing business plans, evaluating staffing models, negotiating purchased service contracts (mobile MRI
- Responsible for Marketing and exceeding Revenue budget by \$ 450,000 last year and being under FTE and Expense budgets through utilizing Lean/ 6 Sigma initiatives.
- Developed business plan to increase Productivity through Quality Staffing standards, matching staffing to patient volumes (reducing departmental FTEs), reducing departmental waste and Expenses. Initiated measures to assure 95% of all scheduled exams were completed , implementing scheduling changes to allow for same day and add-on patients. adding another 25% to daily exam volumes.
- A member of the hospital regulatory committees for JC and CMS accreditations. VRH only Critical Access Hospital that is JC accredited hospital in New Hampshire. Passed CMS survey with no Patient Care deficiencies
- Purchased and set up new Ultrasound, BMD, R & F Room, CT, Digital Mammography equipment saving over \$2,500,000.

Franklin Regional Hospital

April 2001 – January 2004

Radiology -Administrative Chief Technologist

- Successfully recruited and re-staffed radiology department to budgeted levels
- Supervised and scheduled staff of 12 Technologists and 4 clerical employees
- Implemented 24 hour onsite and back-up call coverage programs
- Responsible for upgrading Fluoroscopy, Ultrasound, Mammography, CT equipment, added MRI and DEXA Bone Density services
- Planned and coordinated renovation of department and relocation of CT, Mammography, Ultrasound and DEXA Bone Density areas
- Successfully re-opened all services, increased exam volume by 10% a year and reduced expenses to exceed budgeted expectations
- Involved in planning of PACs and new RIS system for department
- Redesigned work flow of department and implemented changes
- Involved in marketing of services to increase exam volumes

Technical Needs Medical Division

December 1999- April 2001

Medical Division - Director

- Successfully developed, setup and implemented financial model and operations of Medical Staffing Division of Technical Needs
- Successfully hired, trained and supervised staff of 3 medical staffing offices
- Developed marketing and recruiting strategies for sales of over \$ 1millions in first year with projected revenues of \$ 3 million for second year

- Performed Permanent, Temp to Perm and Temporary staffing of Nursing, Radiology, Respiratory and Physical Therapy professionals

- Developed policies and procedures for hiring, credentialing and placement of over 120 medical personnel.

Acucare Nursing Professionals Inc. – Manchester NH

Business Manager

August 1999 – December 1999

- Responsible for hiring office staff and training
- Developed and implemented training/orientation schedule & training modules
- Increased revenues from \$ 88,000 to \$139,400 or 58%
- Developed Operating Budget for Fiscal Yr. 2000
- Developed module for new office expansion
- Assisted with Information Systems problems, evaluated new office software system
- Reduced collection days outstanding from over 120 to 45, collecting over \$ 550,000 in 4 weeks

Labor Ready – Tacoma WA

March 1998 – June 1999

District Manager New England Territory-

Seacoast Placement Services- Norrell Services

June 1997- March 1998

Area Manager – New Hampshire

Labor World, Woburn, MA

Regional Sales/ Operations Manager -

January 1996 - June 1997

Central NH Employment Svcs. Inc., Laconia N.H.

Concord Branch Manager -

December 1993 – January 1996

Mobile Technology Inc. Los Angeles CA.

New England District Business Manager -

January 1993 – November 1993

Area Operations Manager -

October 1988 – January 1993

Multi - Unit Manager -

July 1982 – October 1988

- Responsible for financial planning, profit & loss, sales and customer service for the nation's largest provider of mobile diagnostic medical imaging services in the New England area.
- In charge of \$ 15 million operating budget. Managed 12 MRI scanners, 7 CT scanners and 3 Lithotripsy units, with a staff of 120 servicing 70 hospitals in 7 states.
- Supervised and supported sales and marketing.
- Responsible for developing and implementing company policies.
- Managed annual payroll of \$ 4.2 million.
- Developed training and orientation programs for new hires.

EDUCATION:

North Country Community College, Saranac Lake, NY

A.A.S Degree in Radiologic Technology

A.S. Degree in Science and Math