

MATTHEW FUGETT

Director of Operations | Multi-Site Healthcare & Wellness

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EXECUTIVE SUMMARY

Multi-site healthcare operations leader with 10+ years across specialty groups, telehealth, hospital systems, and military medicine. Directed clinical operations across 10 locations supporting 110 providers and 95 staff, then promoted to Director after rebuilding a service organization that had no reporting, no standards, and no vendor leverage. Carries decision authority over vendor selection, project scope, regulatory licensure and cost structure, and builds the systems the business is missing rather than buying them. Delivered a 15% supply cost reduction, an \$18,000 vendor recovery, and a 15% retention gain.

CORE COMPETENCIES

Decision Ownership: Vendor Selection & Termination • Project Scoping & Delivery Management • Build vs. Buy Evaluation • CLIA Certification & COLA Accreditation • AHCA Clinic Licensure (FL) • Cost Structure & Supply Spend

Operations & Leadership: Multi-Site Operations (10 locations) • Workforce Management (95+ staff) • Workflow Standardization Across Sites • Clinic Openings, Relocations & Integration • Training, Onboarding & Retention

Systems & Infrastructure: HIPAA-Compliant Cloud Environments (AWS) • Endpoint Imaging & Packaged Deployment • KPI Dashboard Development • Churn, LTV & Cohort Analytics • AI-Assisted Workflow Automation • Internal Tool Development

Supply Chain & Compliance: Contract Terms & Negotiation • Vendor Consolidation & In-Housing • Bulk Purchasing & Net-30 Cycles • Inventory Control & Audit Readiness • Provider DEA Registration Support • HIPAA / CLIA / OSHA

PROFESSIONAL EXPERIENCE

Director of Service Aug 2025 - Present

Overtime Men's Health | Tampa, FL • Promoted from Clinic Manager

Hold decision authority over service operations, clinical fulfillment, vendor strategy, regulatory licensure, technology infrastructure, and business reporting for a high-growth telehealth wellness enterprise. Promoted after restructuring a department that operated with no tracking infrastructure and no defined service standards.

- **Built a HIPAA-compliant remote work environment for 20 users from scratch on AWS**, including a standardized desktop image and packaged macOS and Windows installers that reduced onboarding to a single install step for every user.
- **Designed and deployed a tiered outbound dialing system across three dialers**, segmenting 18,000 leads by source into warm-to-cold tiers with cascading auto-dial and one-click disposition to re-tier, mark sold, or set do-not-disturb, built on a non-progressive architecture to stay inside FCC and TCPA constraints.
- **Led projects from the ground up**, writing the scope of work, selecting and managing vendors to deliver against it, and running weekly standups that held timelines and confirmed the finished product matched what was agreed.
- **Made the buying decision to move the company off ad-hoc purchasing** and into structured net-30 bulk ordering cycles, cutting core product cost 15%: a 10% baseline pricing improvement plus an additional 5% volume discount.
- **Made the call to reject out-of-spec product and recovered \$18,000 from the vendor** rather than absorbing the loss, and wrote enforceable quality terms into the relationship going forward.
- **Decided to terminate the outsourced fulfillment arrangement and bring it in-house, shortening delivery time by 3-5 business days**: order processing moved from 4-7 business days to same-day, and renegotiated pharmacy partnerships dropped label turnaround from 4-6 days to 2-3.
- **Managed CLIA certificate renewals across waived and compliance testing** alongside COLA accreditation, including analyzer validation for testosterone testing, proficiency testing, personnel competency, and quality control documentation through biennial survey cycles.
- **Decommissioned the on-site laboratory program during the transition to telehealth**, closing out CLIA certification and accreditation obligations without a lapse in regulatory standing.
- **Own Florida AHCA health care clinic license renewal** under the Florida Health Care Clinic Act, including Level 2 background screening, medical director attestation, and the policies and protocols produced at on-site inspection.
- **Guide practitioners through DEA registration and renewal**, keeping controlled substance prescribing authority current across the provider roster.

- **Chose to build the analytics stack and internal tooling rather than purchase third-party software**, delivering the company's first dashboards for churn, average spend and real-time sales, plus automation generating patient protocols and provider-signed medical letters.
- **Set and enforced service-level standards across all channels**: maximum 1-business-day message response and a 1-2 hour email window, backed by a weekend triage system that ended Monday-morning backlogs.
- **Own company-wide payroll end to end**, including tax profiles for out-of-state employees to manage multi-state exposure, and administering sales compensation plans.

Patient Care Manager Jan 2022 - Aug 2025

Florida Orthopaedic Institute | Tampa, FL

Directed clinical operations across 10 clinic locations for one of Florida's largest orthopedic groups, standardizing workflows and staffing models across sites.

- **Managed workforce operations for up to 95 Medical Assistants, RNs, and Athletic Trainers** supporting 56 physician teams and 54 advanced practice providers.
- **Improved staff retention by 15%** through structured onboarding, individual coaching, and sustained engagement initiatives.
- **Stood up new and relocated clinic sites** with zero interruption to patient access, covering staffing, workflow setup, and operational readiness.
- **Controlled labor spend** through payroll audits, workflow evaluations, and site-level reviews that standardized staffing ratios across locations.
- Served on the organizational disaster response team during hurricane events, completing facility inspections and driving rapid reopening readiness.

Clinic Lead Jan 2021 - Jan 2022

Suncoast Bariatrics (HCA Healthcare) | Tampa, FL

Ran daily operations for a high-volume surgical specialty practice supporting five providers and multidisciplinary care teams.

- **Led medication safety initiatives** and delivered regional presentations on compliance and vial management, recognized with HCA's Safety Champion Award.
- Performed comprehensive inventory audits ensuring regulatory readiness and uninterrupted patient treatment.

Hospital Corpsman / Advanced Radiographer May 2013 - May 2018

United States Navy

Delivered diagnostic imaging and clinical support across a military hospital and seven outpatient clinics.

- **Served as Quality Control technologist** overseeing imaging standards across eight facilities, reviewing and correcting high daily volumes of diagnostic studies for accuracy and turnaround.
- Trained students and staff in trauma imaging and clinical protocols; supported mass casualty response in high-acuity environments.
- Assisted in the installation and operational launch of a mammography suite.

TECHNOLOGY & SYSTEMS

Infrastructure & Automation: AWS (HIPAA-compliant remote environments) • Desktop imaging & packaged installer deployment (macOS / Windows) • Auto-dialer configuration & lead routing • Claude (agentic workflows, internal tool development) • ChatGPT • Gemini • Replit

Clinical & Operational: Epic • eClinicalWorks • Athena • Zenoti • Surescripts • Power BI • SharePoint • Notion • Microsoft Office Suite (advanced Excel)

Payroll & HR: Gusto • UKG • Paycom • Multi-State Tax Profile Setup • Commission Plan Administration

EDUCATION & PROFESSIONAL TRAINING

Hillsborough Community College, ICE Program (2020) | John A. Logan College (2019)

U.S. Navy: Advanced Radiographer (2014) • Hospital Corpsman (2013) • Petty Officer Leadership Course (2016)

AWARDS & RECOGNITION

Safety Champion Award, HCA Healthcare • Meritorious Unit Commendation, U.S. Navy • Sailor of the Month (two-time), Naval Hospital Camp Lejeune • Good Conduct Medal, U.S. Navy • Radiology Program Adjunct Instructor Recognition, U.S. Navy