Charles Kirschbaum

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Program Operations & Client Services Professional with 20+ years of experience managing complex administrative programs, client and stakeholder relationships, records management, documentation, workflow improvement, and service delivery within highly regulated environments. Experienced in guiding individuals through complex processes while ensuring records are accurate, secure, current, and accessible. Known for combining compassionate customer service with strong organizational discipline, follow-through, and continuous process improvement.

Core Skills

Program Administration | Client Services | Records Management | Stakeholder Support | Documentation & Compliance | Volunteer/Stakeholder Coordination | Data Integrity | Process Improvement | Relationship Building | Scheduling | Training & Onboarding

Kaiser Permanente

Healthcare Operations | 2025–July 2026

Consultant, External Care Management & Utilization Management Operations | 2025–2026

- Partnered with operational, clinical, technology, and regulatory teams to standardize utilization management and prior authorization workflows across multiple regional markets.
- Supported technology and process modernization initiatives focused on improving provider experience, operational consistency, regulatory readiness, and workflow efficiency.
- Translated operational requirements into scalable workflows, helping align technology capabilities, policy requirements, and stakeholder needs.

Healthcare Operations Leader | 2009-2025

Records Management & Enterprise Transformation | 6 Years

- Directed a multi-site records management operation, leading staff, technology, vendor relationships, workflow design, service delivery, and operational performance.
- Led enterprise technology migration from a legacy SunGard records platform to IBM DataCap, coordinating business requirements, implementation, workflow redesign, testing, staff transition, and operational adoption.
- Consolidated four records-management locations into a single centralized operation while maintaining service continuity and improving operational consistency.
- Delivered more than **$1M in operating cost savings** through site consolidation, vendor and support-contract restructuring, workflow redesign, automation, and business-process improvements.
- Introduced AI-enabled bots and process automation to reduce repetitive manual work, improve processing efficiency, and allow staff to focus on higher-value operational activities.
- Partnered with IT, vendors, business leaders, and frontline teams to redesign records workflows and successfully transition employees from legacy processes to enterprise technology.
- Established standardized operating processes, quality controls, performance measures, and escalation procedures to improve accuracy, accountability, and service delivery.
- Managed organizational change associated with technology implementation and site consolidation, including staff communication, training, workflow transition, and adoption of new operating practices.

Member Administration, Data Integrity & Automation

- Designed and implemented six AI-enabled automation initiatives, delivering $1.5M in cost savings while improving identity verification and patient onboarding.
- Automated medical record number assignment, eliminating more than 1,000 monthly support calls and reducing annual operating costs by approximately $400K.
- Achieved greater than 99% data accuracy across enrollment workflows through process standardization and sustainable system controls.
- Implemented an enterprise patient-matching solution supporting a 46-million-record database, improving patient identity integrity across clinical and health plan systems.
- Partnered with IT and SaaS vendors to resolve duplicate patient records and improve data integrity across enterprise systems.
- Led regional process standardization and technology initiatives involving EDI, enrollment, eligibility, compliance, and customer-service operations**.**

COMMUNITY & VOLUNTEER SERVICE

- Jewish Family Service of Colorado | Denver, CO, Chair, Risk Management Committee | 3 years
    - Partnered with Accounting and Operations leadership to review organizational policies for accuracy, relevance, and alignment with current practices.
- Jewish Family Service of Colorado | Denver, CO, Friendly Visitor | 3 years
    - Developed a sustained one-to-one relationship with an older adult through weekly visits, activities, errands, and companionship.
- Denver Jewish Film Festival | Denver, CO, Volunteer Film Screener | 3 years
- Legend High School Band & Performing Arts Boosters | Parker, CO, Secretary & Volunteer | 4 years
    - Assisted with fundraising, performances, summer band activities, concessions, student meals, and other activities supporting students and arts programming.
- Other: Clothes to Kids, Project C.U.R.E.

Education & Certifications

MBA Business Administration, Willamette University

B.S. Hospitality Management, University of South Carolina

Technology & Systems

Microsoft 365 | Microsoft Co-Pilot | Microsoft Teams | Electronic Health Record | Customer Relationship & Documentation | Data Entry & Records Management | Scheduling & Workflow Management Tools

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