

Senior Healthcare Administration Leader, Educator, Consultant, and Author Targeting Challenging New Opportunity

High-Quality Patient Care | Cost-Effective Operations

Top 100 Healthcare Leaders Award

Collaborative, motivated senior healthcare leader with deep operational, management, and clinical expertise in multi-campus tier 1 hospital system. Navigate complex, competing priorities to achieve service delivery, quality, safety, and cost control objectives for best-in-class patient care.

Senior Educator and author skilled at teaching students of all ages in a wide variety of courses. Experienced with in-person and online educational methods. Published author of many clinical articles, textbooks, and Christian self-help and devotional books.

Lifelong learner with advanced degrees in healthcare administration complemented by hands-on clinical and program management expertise. Team motivator who leads by example and inspires staff to exceed expectations.

Diplomatic, influential liaison skilled at forging relationships with executive leaders, medical professionals, and cross-functional partners. Strategic thinker able to build effective programs and processes from the ground up.

NOTABLE ACHIEVEMENTS—

- Launched and led blood conservation committee for the Yale New Haven Hospital System, generating \$5M in annual savings and improving patient care.
- Authored textbooks, journal articles, and published research to advance the cardiovascular field, produce findings that influence care, and educate the next generation of medical professionals.
- Established and directed cross-functional training programs now part of hospital system's formal new employee onboarding program.
- Standardized, digitized, and automated key operational and administrative practices to save time, enhance patient communication, and improve regulatory compliance.

SIGNATURE STRENGTHS—

Strategic Leadership | Operations Management | Team Engagement | Program Development & Implementation
Clinical Planning | Quality Improvement | Medical Staff Collaboration | Budget Administration | Training & Coaching
System-Wide Process Improvement | Clinical Research & Analysis | Policy & Procedure Development | Provides Strategic Direction | Creates Internal Alignment | Cultivates Support | Educator | Consultant | Provides Administrative Oversight | Writer

PROFESSIONAL EXPERIENCE

ST. FRANCIS HOSPITAL

ECMO Coordinator (Cardiovascular Perfusionist)

2020–Present

Direct clinical and operational efforts supporting cardiac surgeries for a 24/7, multi-campus hospital system. Serve as consultant and subject matter expert to departments throughout the Hospital. Liaise with physicians, medical staff, and administrators.

- Coordinate ECMO procedures, including transporting patients across country for life-saving treatment
- Support interdisciplinary cardiac surgery simulation team that will become part of new employee onboarding that improves overall safety and quality.
- Play key role in upgrading and streamlining ordering practices.
- Create comprehensive training tools and guidance documents to improve patient care and safety.
- Provide engaging presentations and hands-on demonstrations to diverse audiences.
- Train and mentor students engaged in clinical rotations, helping participants secure permanent placements and developing robust pipeline of future perfusionists.

SENIOR HEALTHCARE CONSULTANT

Consultant for Research, Clinical Operations, and Healthcare Administration

2011–Present

Manage multiple concurrent research projects. Partner with research team to gather, analyze, and present data and findings on critical healthcare and clinical topics. Collaborate with senior-level medical professionals at various research facilities, health systems, and universities, including Yale University. Provide consultation for research projects, healthcare studies, and legal court cases.

- Hand-selected to author textbooks, including *Cleveland Clinic Mechanical Support for Heart Failure: Current Solutions and New Technologies* and *Johns Hopkins Medicine Textbook of Cardiothoracic Surgery*.
- Co-authored research papers on best practices in the cardiovascular field.
- Wrote articles for industry-leading journals, including *The Journal of Cardiac Surgery*, *The Annals of Thoracic Surgery*, and *The Canadian Journal of Cardiology*.

LIBERTY UNIVERSITY

Adjunct Professor

2020–Present

Teaching online classes to both graduate and undergraduate students in various healthcare and health science courses.

- Key member in starting a doctoral level program in health science.
- Marketing team member, creating informational communications for social media marketing

HARBOR GENESIS CHRISTIAN COLLEGE

Adjunct Professor

2020–2021

Teaching online classes to students in various theological and religious study courses.

YALE NEW HAVEN HEALTH SYSTEM

Administration & Operations Manager (Administrative Lead Cardiovascular Perfusionist)

2011–2020

Direct administrative, clinical, and operational efforts supporting cardiac surgeries for a 24/7, tier-1 hospital system. Co-lead and develop 20-member team. Manage \$10M budget. Serve as consultant and subject matter expert to departments throughout the 4-campus system. Liaise with physicians, medical staff, and administrators. Oversee purchasing, vendor contact, and inventory for \$1M+ in equipment and supplies.

- Generated \$5M in annual savings as founder and lead facilitator of system-wide blood conservation committee, redefining blood product transfusion criteria while maintaining high quality of care.
- Founded and oversaw interdisciplinary cardiac surgery simulation team now part of new employee onboarding that improved overall safety and quality.
- Played key role in upgrading and streamlining ordering practices across 4 campuses, including gaining consensus from Veterans Administration partner.
- Overhauled and digitized all department policies and procedures to improve staff knowledge, standardize operations, and ensure regulatory compliance.
- Reengineered and automated call schedule system, transitioning from paper-based process to electronic, eliminating manual work, and reducing errors.
- Created comprehensive training tools and guidance documents to improve patient care and safety.
- Provided engaging presentations and hands-on demonstrations to diverse audiences.
- Trained and mentored students engaged in clinical rotations, helping participants secure permanent placements and developing robust pipeline of future perfusionists.
- Earned “Top 100 Healthcare Leaders” Award from International Forum for Advancements in Healthcare.
- Participated in selective leadership development program for Yale’s rising executives.

NORTH AMERICAN FAMILY INSTITUTE (NAFI)

Family Service Worker | Mental Health Worker

2009–2011

Delivered daily care and support to children in a residential setting. Supervised staff. Provided guidance, counseling, and treatment to patients undergoing substance detoxification.

ST. FRANCIS HOSPITAL

Family Service Worker | Mental Health Worker

2009–2011

Delivered daily care, support, and clinical monitoring to up to 20 adults in a facility setting. Provided guidance, counseling, and treatment to patients undergoing substance detoxification.

INSTITUTE OF LEARNING | HARTFORD HOSPITAL

Teacher

2009–2010

Tutored students with autism, ADD, and other behavioral disorders in all subjects of school and life lessons.

CEO, FOUNDER, AND TUTOR

Pelletier Tutoring Services

1995–2011

CEO and Founder of a privately owned tutoring company. Handled all business, scheduling, and financial aspects for the company. Tutored all ages in subjects such as math, algebra, geometry, trigonometry, calculus, chemistry, physics, English, Spanish, and SAT prep.

EDUCATION

Doctor of Philosophy (Ph.D.), Healthcare Administration | Northcentral University

Master of Business Administration (MBA), Healthcare Administration | Quinnipiac University

Master of Health Science (MHS), Cardiovascular Perfusion | Quinnipiac University

Bachelor of Science (BS), Physiology and Neurobiology | University of Connecticut

Certified Cardiovascular Perfusionist (CCP) Certification | American Board of Cardiovascular Perfusion (ABCP)

Licensed Perfusionist (LP) | Connecticut Department of Health

COMMUNITY ENGAGEMENT

Harbor Genesis Christian College | Adjunct Professor (2020-2021)

Harvest Baptist Church | Trustee and Sunday School Teacher (2010-Present)

American Society of Extracorporeal Technology (AmSECT) | Achievement & Recognition Committee (2018-2021)

American Heart Association, Connecticut Chapter | Strategic Consultant Volunteer (2018-2021)

Operation Renewed Hope | Peruvian Medical Mission Volunteer (2018-2021)

SELECT PUBLICATIONS & AFFILIATIONS

- *“Marriage: Doing the I Do in Marriage”* (2021)
- *“Telehealth Services: The Effect that Pandemic Events Have on the Quality and Efficiency throughout the Healthcare Industry”* (2021)
- **Cleveland Clinic Mechanical Support for Heart Failure: Current Solutions and New Technologies**, Springer Int. Publishing (2019)
- **Johns Hopkins Medicine Textbook of Cardiothoracic Surgery, 3rd Edition**, McGraw-Hill Education (2019)
- *“Left Atrial to Femoral Artery Full Cardiopulmonary Bypass: A Novel Technique for Descending and Thoracoabdominal Aortic Surgery*, **The Journal of Cardiac Surgery** (2019)
- *“Blood product utilization in cardiac surgery: Definition of a population that does not suffer harm from conservative transfusion policies”* **The Annals of Thoracic Surgery** (2018)
- *“U. S. National Trend in Management and Outcomes of Constrictive Pericarditis”* **The Canadian Journal of Cardiology** (2018)

Keith Pelletier, PhD, MBA, MHS

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- *"Cardiopulmonary Bypass Parameters and Cerebral Protection: Mixed Venous Oxygen Saturation correlates more strongly than Mean Arterial Pressure with Cerebral Oxygenation"* **The Society of Thoracic Surgeons** (2017)
- *"Extracorporeal life support for pandemic influenza: The role of extracorporeal membrane oxygenation in pandemic management"* **The Journal of Extra-Corporeal Technology, JECT** (November 2010; 42:268–280)
- **Chairman, Achievement Recognition Committee** | American Society of ExtraCorporeal Technology (AmSECT)
- **Member** | American College of Healthcare Executives (ACHE)