

# Dean Norris

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## Professional Summary

I am a seasoned professional with experience in healthcare management and secondary education, currently specializing in AI integration. My background spans clinic administration to consulting, showcasing strong leadership and operational expertise. Currently, I focus on training professionals in AI applications and teaching Humanities to middle and high school students.

## Current Experience

### January 2023 to Present

#### [Practicebasics.com](https://Practicebasics.com) Tucson, Arizona

- Train teachers, health professionals, and business owners on integrating generative AI into their workflows and organizations.
- Practicebasics.com provides free resources, current content, and support for clients.
- Sole consultant and owner of the firm.

### July 2022 to Present

#### Humanities Teacher (English and Social Studies) Tucson, Arizona

- Teach middle and high school students in Humanities (English, Social Studies, and Government).

## Prior Experience

### June 2020 – July 2022

#### Medical Practice Consultant, Tucson, Arizona

- Acted as a consultant, interim manager, and project manager in Tucson clinics for large hospital and clinical systems.
- Managed recruitment, provider practice transitions, staff onboarding, and transitional financial management.
- Directed physician realignment and staff optimization.
- Collaborated with primary care and obstetrical care practices.

### May 2018 – January 2020

#### Manager of Practice Operations, Baylor Scott and White, Home Health Care Program, Dallas, Texas

- Oversaw a business office and field personnel staff of over 40, supporting a multidisciplinary team of physicians and nurse practitioners providing care in patients' homes, assisted living, and skilled nursing facilities.
- Achieved significant improvements in revenue and expense reductions, leading to a historic enhancement of the program's financial position.
- The COVID-19 pandemic in 2020 necessitated the program's suspension.

### **March 2017 – April 2018**

#### **Synergy MSO - Business Operations Manager, Dallas, Texas**

Managed client relationships, sales, and client reporting for a third-party medical billing and collection agency.

### **October 2013 – December 2016**

#### **Multi-Clinic Practice Manager, Community Health Systems (CHS) - Midwest City, Oklahoma**

- Supported a multi-disciplinary range of hospital-owned practices, including Cardiology, Urgent Care, Family Practice, Obstetrics, Orthopedics, and Neurology.
- Assisted with the onboarding and training of new Office Managers.
- Maintained protocols and project plans for EMR implementations (EPIC and Cerner).

### **January 2013 – September 2013**

#### **Practice Manager, Hospital Corporation of America (HCA) - Edmond, Oklahoma**

- Oversaw the transition of a hospital-based practice.
- Managed the recruitment of new physicians.

### **2009 – 2012 North Country Healthcare (FQHC) Practice Administrator, South Village - Grand Canyon, Arizona**

Managed primary care, urgent care, and physical therapy clinics serving residents and visitors of the Grand Canyon.

### **2004 – 2009 Clinic Administrator, Southwest Medical Specialists, P.C. - Mesa, AZ**

Managed a multi-physician practice providing gastroenterology and surgical services.

### **2005 – 2010 501(c)(3) Take Charge America (TCA) - Phoenix, Arizona**

Independent Board Member, Interim Board Chair, Compensation Committee Chair  
TCA serves over 50,000 clients nationwide, employing more than 400 professionals in a call center environment providing credit and debt management services.

### **2001 – 2004 Clinic Administrator, A Woman's Place OBGYN Clinic - Flagstaff, Arizona**

Oversaw daily operations across two locations, working with a team of 9 physicians and 5 mid-level healthcare providers. The service area spanned northern Arizona.

### **Education**

Bachelor of Arts, Baylor University - Waco, Texas Majors: English, Economics