

**TITLE** | Senior Consultant

**ABOUT** | Ms. Monroe joined BSM in 2013 and is based in Phoenix. Prior to joining BSM, she spent nearly eight years serving as the chief operations officer for a large, multi-subspecialty ophthalmology clinic in Florida.

**AREAS OF EXPERTISE** | In her current role, Ms. Monroe provides ongoing support, assessments, and assistance to ophthalmology and medical aesthetic practices. Her areas of expertise include:

- ✓ Practice flow and efficiency
- ✓ New physician integration
- ✓ Human resources
- ✓ Practice leadership, including general staff and management training
- ✓ Employee satisfaction survey implementation



**PROFESSIONAL ACHIEVEMENTS** |

- ✓ Recurring customer service columnist for [Ophthalmic Professional](#)
- ✓ Chairperson for the [Masters in Ophthalmology](#) practice manager program
- ✓ Frequent contributor, speaker, and panelist for [ASOA](#) and [AAO](#)

**CREDENTIALS & CERTIFICATIONS** |

- ✓ [Certified Ophthalmic Executive \(COE\)](#)
- ✓ [Certified Patient Service Specialist \(CPSS\)](#)
- ✓ [Professional in Human Resources \(PHR\)](#)
- ✓ [Gallup-Certified Strengths Coach](#)

**EDUCATION** |

- ✓ Master of Arts, Rice University, Houston
- ✓ Bachelor of Arts, Florida Southern College

**DID YOU KNOW?** | In her free time, Elizabeth enjoys running marathons, singing in her church choir, gardening, decorating, cooking, and writing. On a Sunday, you can find her cheering on her favorite football team — [the Clemson Tigers](#) — and playing with her cocker spaniels Winston and Mabel.