

**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:

- ✓ Revenue cycle management (RCM) assessments
- ✓ Operational Due Diligence for transactions
- ✓ Flow and efficiency assessments and support
- ✓ Practice health checks
- ✓ New practice startups
- ✓ Provider productivity and opportunities for growth
- ✓ Development of Clinical Standard Operating Procedures (SOPs)
- ✓ Employee compensation and incentive plans



**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?**

Elizabeth enjoys hiking and chasing waterfalls with her husband and two stepchildren. She sings in her church choir and loves to garden.