

September 2014 Team Member Profile [NAME REDACTED] — Client Management

With a new season comes a change in weather, outlook and opportunity. This summer brought [NAME REDACTED] an exciting chance to move from her role as Manager, Account Management, for Horizon Practice Plus™ and Practice Partner® to help McKesson further strengthen its customer relationships.

[NAME REDACTED], a longtime McKesson team member, recently transitioned to the new position of Director of Client Management (DCM), Account Executive (AE) team, for the southwest region. “I’m excited to be a part of the AE team, which helps take our relationships with existing customers to the next level,” [NAME REDACTED] exclaimed. “I feel we are structured for success where we can touch all aspects of our customers’ revenue cycle needs, both in the hospital and physician setting, to help them achieve stronger financial performance.” When the AE team has solidified a customer’s needs, [NAME REDACTED] engages the appropriate sales director to jointly work the opportunity.

Powered by her positive spirit and customer-first focus, [NAME REDACTED] and her AE team quickly made an impact. They provided important support in the recent win of **[COMPANY NAME REDACTED]** in **[COMPANY LOCATION REDACTED]** — and are eager to close other deals in the pipeline.

This win continues [NAME REDACTED]’s long record of successfully managing customer relationships. She held key analyst and support management roles with CyCare Systems Inc. and HBO & Company (HBOC), which acquired CyCare. HBOC later became part of McKesson.

As the DCM, [NAME REDACTED] wants to maximize McKesson’s relationships with our customers—and theirs with us. “The goal of the AE team is to not only help increase the BPS footprint of our services but also foster a true partnership,” she noted. “We want each of our customers to look at us as a trusted partner — not just a vendor providing a service. If we achieve this goal, our business will grow as well.” She added, “But we will need a collaborative and total team effort, and each group within BPS will play a crucial role in the success of our business and our customer relationships.”

A native of Dubuque, IA, [NAME REDACTED] now lives and works in Bellevue, IA, on the shores of the mighty Mississippi River. Away from work, she spends quality time with her *large* family (she and her husband have nine children, one granddaughter, two dogs and one grandpuppy), enjoys outdoor activities, volunteers for worthy causes, and writes (she is working on an inspiration book). She is also the founder of Angel Wings, a support group for grieving parents.