

## City Council Application

Reference #	11820872
Status	Complete
First Name	Tas
Last Name	Nadas
Phone Number	[REDACTED]
Email Address	[REDACTED]
Street Address	[REDACTED] South Taylor Road
Place of Employment	EnvisionRx
Position	Manager - Quality & Business Solutions
Length of residence in Cleveland Heights	15
Are you a registered Cleveland Heights voter?	Yes

**What special qualities, abilities, skills, insights or perspectives do you possess which would be of value in serving on Cleveland Heights City Council?**

I am the son of Hungarian immigrants who grew up in poverty. They strove to give me a better life than what they had to endure while escaping wars and communism. From this upbringing, I gained an appreciation for my ethnic culture as well as for all cultures and the value of diversity. I was raised to never take more than I needed and to always give to the community around me. It instilled in me that community, neighbors, and family, are the most important thing.

During my undergrad, I was a leader in my fraternity which was founded on the principle of non-secrecy. All of our meetings, rites, rituals, procedures were completely open to the public. This solidified for me the importance of transparency in the workplace and would translate well to transparency as a member of the City Council.

I recognize the need for constant communication and updates to everyone for whom and with whom I work (customers and colleagues). I have 15 years of experience working in healthcare primarily focused on analytics, process improvement, identifying opportunities for efficiency/cutting costs, change management, quality, and leadership. Working at the Cleveland Clinic and now at EnvisionRx, I have been given the opportunity to work with a diverse collective of individuals, all of whom have very strong opinions. In order to be effective, I have had to develop strong leadership and relationship building skills and will never underestimate the need to focus on the human element in any system or interaction. I am experienced with effectively keeping people engaged in an idea or project. In a in a large organization with many silos, it is highly useful to be able to encourage collaboration and to break down large initiatives into manageable tasks to drive quality outcomes.

Finally, I would like to call attention to my experiences in the past few years being actively engaged in the community through running for city council as well as volunteering for various campaigns. I not only learned a

---

great deal about myself while campaigning, but I gained an immeasurable amount of insight into the needs and priorities of the residents of our city of Cleveland Heights. In 2017 I gained the approval of 3,745 people who voted for me and also was rewarded with quality friendships which I see lasting far into the future.

---

**What educational training (formal or informal), employment and other life experiences have helped you develop the qualities, abilities, etc., described above?**

My first two years of high school I spent at a military boarding school, which gave me a strong foundation for my work ethic, discipline, and respect for hierarchy. In order to pursue greater academic challenges, I chose to drop out of high school to begin my college career two years early. I took classes at a community college towards my Associates from Wilbur Wright College in Chicago, during which I also obtained my G.E.D. I finished my B.A. at Case Western Reserve University in English and Philosophy, exposing me to a wide array of intelligent and insightful individuals. My Masters of Business Administration was done online, which forced me to be self-motivated to read and learn everything on my own. Additionally this strengthened my skill-set of working on group projects with people whom I've never met in a completely online collaborative environment.

My entire adult professional career has had me working in healthcare, first at the Cleveland Clinic and now at EnvisionRx. I've held roles there from analyst to administrator to project manager, and currently Manager. All of these roles required me to be able to have a high attention to detail and to be able to communicate my thoughts and goals in a clear, concise manner. Throughout all my roles, no matter what the overall goal I was working towards, there was always the overarching triangle of time/quality/cost. Managing operating budgets of over a million dollars, and project budgets up to \$3.5 million, kept me ever cognisant of the fact that there is cost tied to everything, and if we want something accomplished in a timely and quality manner, it will cost more. Using my Lean/Six Sigma training I have effectively driven improvements to save millions of dollars in operating costs. I have also had the opportunity to mentor dozens of individuals working towards the shared success of all those around me.

When working as an administrator my focus was primarily around end of life. In this role I developed relationships and familiarity with the

---

all of the various religious organizations throughout the city and the world. Additionally, I formed a strong working relationship with the Cuyahoga County Medical Examiner's office. Throughout my experience I was exposed to families of those who were dying or had died, which gave me insight into people at their most vulnerable state. Regardless of whether you are rich or poor, young or old, ethnic, religious, or anything else, everyone grieves. When dealing with death on a daily basis for almost 2 years, I gained appreciation and compassion around how people embrace life and how they are, at their core, all the same. Everyone is searching for meaning and is trying to do what they think is best for themselves and the people around them. I use the majority of my free time volunteering and giving back to my ethnic community. I have served as a scoutmaster in various capacities within BSA troop 414, the local Hungarian scout troop, for over 15 years. I work with children from the age of 5+, and work on developing leaders starting at the age of 14. I have been a counselor at multiple leadership training camps and have served as a mentor to dozens of teenagers over the past decade, aiding in their development as contributing members of the community as well as to help them identify and pursue their own passions. For 5 years, I also served as a volunteer dance instructor for the Cleveland Hungarian Folk Ensemble, teaching Hungarian folk dance to individuals 14+ years of age on a weekly basis. These activities ground me and help me stay connected with my heritage and my community.

---

**Please list your recent community, professional or charitable involvements. List the most recent first.**

Member, Subcommittee Chair - Cleveland Heights Citizens Advisory Committee  
Vice President - Cleveland Heights Democratic Club  
Co-Founder - Citizens for Heights Municipal Broadband  
Liaison - Volunteer Tutoring Program between Delta Upsilon Fraternity at Case Western and Roxboro Elementary  
Board Member - American Hungarian Friends of Scouting  
Scout Master - Hungarian Scouts in Exeteris  
Secretary for BSA Pack/Troop/Crew 414  
Cubmaster for BSA Pack 414  
Chieftain- Annual Obstacle Race: Midwest Regional District  
Volunteer Dance Instructor - Cleveland Hungarian Folk Ensemble  
Member - Hungarian Association  
Member - Cleveland Stonewall Democrats  
Member - Cuyahoga County Progressive Caucus  
Alumni Advisor - Western Reserve Chapter of Delta Upsilon

---

**What are your goals for our community and are there areas in which you believe the City needs improvement? How would your service on City Council help achieve those goals and improve the City?**

For years the most important topic of conversation for the leadership of Cleveland Heights continues to be economic development. We have been slowly improving, however, for a myriad of factors, our city has been struggling with this task. We have a dearth of new businesses filling our vacant storefronts and are watching neighborhoods like University Circle, Tremont, Ohio City, and Lakewood continuously expand. We are situated at the edge of the intellectual hub of Cleveland and are not properly tapping into the well of potential on our doorstep. Our biggest barrier to success is finding unique ways to invite business and residents to our beautiful city. While we continue to address that, Below are some additional areas of focus I believe will lead to leveraging the strengths of our community to be a stronger community..

#### COMMUNITY SERVICE

The value of the city of Cleveland Heights should not be measured by the beautiful parks, historic buildings, easily accessible business districts or the unparalleled city servants which exist in this town. The true value of Cleveland Heights is its residents. Our city is made up of some of the most dedicated and committed individuals I have ever been privileged to meet. I am currently in my second term on as a member of the Citizens Advisory Committee in Cleveland Heights. The committee's primary focus is reviewing proposals and making recommendations to city council regarding the allocation of city development block grant funds. Through this process there was a light shined upon the many needs which are being addressed by the community for the community, such as food pantries, youth programming, minority women's education, cultural preservation, and economic development. I know that given more resources in the form of volunteers and additional funding, these programs can provide for some of the basic needs of the members of the city and we need to do

---

everything we can to help sustain and grow these efforts. In the past three years I have helped develop and grow a tutoring partnership between some of the Greek Life organizations at Case Western Reserve University and one of the Elementary/Middle schools. This is the type of programming I would like to continue to encourage and support as councilman.

#### COMMUNICATION & ACCOUNTABILITY

There have been great strides taken in the past years within city hall to address budgetary concerns and infrastructure needs. However as our taxes are increasing and the city is more secure financially, now is the time when it is most important to implement more transparency measures to help empower residents to have access to relevant information. Increased transparency coupled with applicable operational data metrics is paramount to the continued sustainment of the city's success.

#### INFRASTRUCTURE REVITALIZATION

Urban renewal is not a new theme for communities as long lasting as Cleveland Heights. When operating on an infrastructure which is over a hundred years old issues will arise. Our goal as residents of the community is to focus on the foundation on which this city was built.

We all know that there has been a water crisis which was addressed. However now we need to be strategic and holistic in how we address the problem moving forward. Digging up streets today for water to then dig them up tomorrow for a different issue is costly and short sighted. We need to bring all the utilities and road services to the table and put together a life-cycle for how we will fix then sustain all our basic needs moving forward. This is our opportunity to bond together as a community and as a city administration to ensure that the city will be here for another 100 years to come!

#### OPERATIONAL EFFICIENCY

---

Many opportunities exist to eliminate redundancy and reduce waste. Finding inefficiencies and opportunities within our organization is paramount to achieving any of our additional goals of addressing infrastructure needs and realizing development initiatives. These goals can be achieved through addressing existing process issues as well as looking outside of our municipality to identify ways we can continue partnering with our neighbors. This can also be achieved through shared services or even joining larger regional efforts like bringing our water utility into the city of Cleveland's umbrella.

We should not immediately be looking at throwing more money at a problem (a.k.a raising taxes) if that is not the root cause of budgetary issues. Through my experience the biggest barriers to continuous improvement efforts are data integrity and change management. Being armed with the right tools in regards to data collection and technology is paramount to driving success. Having transparency throughout city hall and identifying appropriate driving metrics will drive the accountability and change we need to run as efficiently as possible and continue to remain attractive to businesses and residents alike.

#### MUNICIPAL BROADBAND

What is municipal broadband? It is broadband internet access which is provided fully or partially by local governments.

OneCommunity, a local non-profit, has been spearheading this initiative by building out a backbone across the region. This network already runs directly through our city just waiting for us to harness the prospects that can give our residents and businesses.

The benefit to the City of Cleveland Heights are immeasurable as the technology industry continues to grow leaps and bounds. Our community is already poised on the cusp of of this growth, bordering leading institutions focused on engineering, technology, and

---

healthcare. Implementing this would put us at the forefront for businesses of all sizes competing in a global economy to be successful in our city.

Other advantages to the community aside from economic development includes:  
Increased productivity for city services by providing ease of access to necessary data  
Helping close the digital divide, bridging the gap to provide all our citizens public access to the internet within our schools and libraries  
Providing stable internet access in a community which is otherwise monopolized by private internet service providers

As a city council member, I would work to align these goals with the existing priorities of the council, city manager, and staff. I would develop strong relationships with the sitting members on council and continue foster the existing environment of collaboration. Finally, I will continue to foster the push to create citizen based collaborative and cross functional task forces to systematically address our cities needs. Engaging our residents is the only way that we will overcome all of the challenges that we face as a community. As exhibited by the Coventry P.E.A.C.E. campus, sometimes council needs to facilitate and then get out of the way of our most engaged neighbors.

---

**Do you have other responsibilities which would prevent you from participating in City Council and Council Committee work during certain hours or on certain days?**

Full Time Job

---

**State any additional information you would like to have considered.**

My experiences in the past years actively involved in our community have exposed me to every corner and every walk of life. If we were to strip away the beautiful houses, the forests and parks, and business districts, we would be left with some of the most compassionate and hard working people I have ever met. It is for these people, my friends and neighbors, that I want to commit myself to public service. I am confident that my personal and professional experiences will add value to those sitting on council and to the city as a whole.

<b>Would you like to upload a Resume?</b>	Yes
<b>Resume or CV Upload (5 MB Limit)</b>	<a href="#">Nadas_Tas_-_2019.pdf (131k)</a>
<b>Item # 23</b>	I agree to electronically sign this form.
<b>Signature</b>	Tas Nadas
<b>Last Update</b>	2019-01-15 12:41:27
<b>Start Time</b>	2019-01-15 10:49:26
<b>Finish Time</b>	2019-01-15 12:41:27
<b>IP</b>	
<b>Browser</b>	Chrome
<b>OS</b>	Windows
<b>Referrer</b>	<a href="https://www.clevelandheights.com/1085/City-Council-Application">https://www.clevelandheights.com/1085/City-Council-Application</a>

**STRATEGIC OPERATIONS MANAGEMENT:  
OUT OF THE BOX THINKING, DATA DRIVEN RESULTS**

I am a healthcare administration leader with 14 years of experience. I demonstrate the ability to conduct a deep analysis of operations related to inpatient, outpatient, and health plan settings. My current focus is as the manager of clinical quality systems for a pharmacy benefit manager. My expertise is in facilitating change and developing collaborative and productive work environments to support organizational goals. Coworkers consistently recognize my effectiveness in motivating team members to leverage technology and processes to achieve greater efficiency. My key strength is being able to develop a strategy around vision and industry need and tactically drive an initiative to deliver quality results. Core competencies:

- Effective Leader
- Collaborative Problem Solver
- Change Manager
- Coach & Mentor
- Innovative
- Analytical

**PROFESSIONAL EXPERIENCE**

**ENVISIONRx, Twinsburg, Ohio**

**2017 - Present**

**Manager Clinical Quality Systems, Clinical Operations**

*2017 - Present*

- Manages teams including Quality & Productivity Analysts, Grievance Coordinators, Quality Assurance Specialists, & Quality Assurance Coordinators totalling 15 direct and indirect reports
- Lead efforts to decrease critical errors for Medicare Part D processes including implementation of multiple systematic controls to reduce auto-forwards.
- Collaborated with leadership within Coverage Determinations Operations, Formulary Operations, and Medication Therapy Management (MTM) to develop process management control system (PMCS) metrics
- Designed a rewards and accountability program linked to balanced scorecards for individual contributors within Coverage Determinations Operations
- Developed and implemented remote work/hybrid remote work program
- Completed programmatic review of Grievance operations and implemented improvements increasing productivity by 130%
- Lead initiative to develop process for yearly P&P and SOP reviews coupled with a new intake and tracking mechanism for new documentation. Aligned reviews of SOPs & P&Ps with seasonality to ensure quality.

**CLEVELAND CLINIC, Cleveland, Ohio**

**2004 - 2017**

**Senior Project Manager, Access to Care**

*2015 - 2017*

- Collaboratively restructured change management process and implemented change management tools to streamline the process for up to 25 requests per day, ranging in effort from 1 hour to multi-month projects. Each request requires handoffs between up to 5 teams which required training and buy-in from 100+ employees.
- Lead continuous improvement projects to increase effectiveness of the scheduling functions for the Cleveland Clinic; identified cost cutting opportunities totaling \$700,000 +.
- Work closely with hospitals, family health centers, administrators, and physicians to identify and embrace new and emerging approaches to enhance patient access.
- Developed and executed a multi-year strategic plan across 21 departments and a project team of 67 individual contributors to streamline infrastructure for scheduling templates and questionnaires by examining and cleaning up departments, blocks, visit types, modifiers, sub-groups, and providers. Continued to mentor and coach colleagues, administrative interns,

and aspiring leaders.

***Project Manager, Quality Alliance***

*2014 - 2015*

- Collaborated with care coordinators and quality assurance staff; developed care coordination model for increased population health management within community setting. Outcomes included:
  - Newly developed operational toolkit to support ~1,500 physicians across ~200 independent practices working on over 80 unique EHR platforms.
  - Implementation of pilot for new operational processes with the goal of decreasing utilization of inpatient, emergency and post-acute resources.
  - A newly developed inventory of 10 chronic-care clinics across the enterprise and assisted with standardization of direct-service by practitioner.
  - Repository of education materials for physicians to use with their patients.
- Guided performance improvement efforts and provided educational resources with the goal of increasing influenza and pneumonia vaccination rates within employed and independent practices. Results included:
  - Increased vaccination rates by 2.7%.
  - Supported 100+ physicians in earning Maintenance of Certification part IV credit through process improvement initiatives.
  - Received National Association of Medical Education Companies award for Best Practice in Collaboration in 2015.
- Performed staffing/productivity review to support cost-savings and increased workforce development opportunities.
- Developed CIN incentive data model currently being evaluated and marketed by Cleveland Clinic Innovations for patenting and distributing.
- 

***Assistant Administrator, Hospital Operations***

*2012 - 2014*

- Managed team of 13 employees that supported 3 end-of-life operational processes across 3 shifts. Key responsibilities:
  - Oversaw logistical affairs for decedent care coordination including autopsy consent, funeral home coordination, medical examiner notification, organ procurement agency notification, and death certificate coordination.
  - Ensured Advance Directive compliance and education across the enterprise in accordance with CMS guidelines.
  - Identified and coordinated organ donation/procurement process.
- Managed special projects revolving around patient throughput and care management including:
  - Cost/Time saving initiative for care managers relaying PHI to post-acute providers.
  - Improving communication with Lifebanc, saving over \$1 million in 3 years.

***Operations Analyst, Medical Operations***

*2007 - 2012*

- Management
  - Directly supervised and allocated projects for up to four administrative interns at a time.
  - Managed the implementation of McKesson Enterprise Visibility (EV).
  - Managed a project to complete a Green Belt certification in Six Sigma.
  - Managed Picture Perfect room refurbishment cycle for the inpatient hospital.
- Business Analysis
  - Prepared business plan for McKesson EV implementation (\$3.6 million over 3 years).
  - Audited departmental financial statements and productivity reports.
  - Managed billing for the Department of Critical Care Transport.

- o Aided in financial management of rapid response teams.
- Decision Support
  - o Designed and maintained real-time dashboards using MS SQL Server 2005/Business Objects.
  - o Designed and maintained databases and reporting using MS Sharepoint and MS Access.
  - o Provided adhoc data and reports involving hospital operations, transfers, and bed management.
  - o Provided support as system administrator for Premise BMD & McKesson EV.

**Data Analyst, Regional Business Development**

*2004 - 2007*

## **EDUCATION**

**University of Phoenix**, Master of Business Administration  
**Case Western Reserve University**, Bachelors of Arts, *Philosophy & English*  
**Wilbur Wright College**, Associates of Science

## **ADDITIONAL SKILLS, MEMBERSHIPS, AND LEADERSHIP EXPERIENCE**

Green belt in Six Sigma, Lean Manufacturing, PMP equivalent experience  
 Candidate - Cleveland Heights City Council  
 Member - Citizens Advisory Committee, Cleveland Heights  
 Scout Master for the Hungarian Scouts Association in Exeteris  
 Alumni Advisor - Western Reserve Chapter of Delta Upsilon  
 Member – Mensa  
 Lead Dance Instructor - Cleveland Hungarian Scout Folk Ensemble