

Amy Anderson, MBA

Consultant and Speaker



Areas of Expertise

- Practice operations
- Revenue cycle
- Workflow improvement
- Patient experience
- Optimizing EHRs and practice management systems

Amy is a dynamic and innovative problem-solver who is highly regarded by physicians for her engaging leadership style, intimate understanding of practice operations, and deep appreciation for the patient experience. She seeks solutions to the constantly evolving challenges and demands imposed on physicians and administrators by finding opportunities to streamline processes.

Amy's expertise comes from more than 15 years of working in physician offices, including private and hospital-based practices and an academic division before becoming a consultant. Her experiences provide a comprehensive understanding of practice operations, physician compensation, health information systems, marketing, financial management, and human resource management in each setting.

Prior to joining KarenZupko & Associates, Amy was the Service Line Administrator/ Division Administrator for Plastic Surgery at Indiana University School of Medicine. There she held a dyad leadership role alongside the Chief of Plastic Surgery to manage and lead the clinical, education, and research missions of the division.

Prior to that, she was Director of Operations for the pediatric multi-specialty practices at Peyton Manning Children's Hospital at St. Vincent.

Before her time working in large healthcare systems, Amy managed a private solo surgical practice where she was responsible for all aspects of the administrative office, including clinic and surgery scheduling, check in and check out, prior authorization, coding and charge entry, accounts receivables, human resources, and accounts payable.

Amy has led multiple practice management and EHR software implementations, including Nextech, athena, and Cerner. She is well-versed in many others.

Amy earned an M.B.A. and a B.S. in General Studies from Indiana University, also completing the pre-med requirements.

Amy is a fitness enthusiast who competed in National Physique Committee (NPC) competitions. When she's not in the gym or traveling, she can be found playing with her canine companions, Brady and Pippa.