



What Makes You a Successful Healthcare Worker? Q & A with Dotty Bollinger

We conducted a brief Q & A session with successful healthcare worker, Dotty Bollinger, President of Laser Spine Institute, and wanted to share her advice with you below. Take these tips to heart and use them to help make you successful in the healthcare field.



What made you decide to go into the healthcare field?

I decided to be a nurse because I recognized that helping people in the healthcare arena was a sustainable career path, that there would be significant opportunities to grow and that growth would have the potential to cross multiple competencies, not just in the field of nursing.

What skills have made you successful at your career in healthcare?

A dedication to serving others, a desire to collaborate with others in a complex team environment and the ability to be organized and multi-task have all helped me to be successful. Also, the desire to continuously grow and improve is key to success. You should always be continuing your education, too!

What advice would you tell other people that are considering going into the field of healthcare?

Get your foot in the door at a healthcare practice or hospital system while you're trying to move into the field. Network and work on forming key relationships that will help you later on as you earn advanced skills and required licensure. Try volunteering in a hospital, or offer to create a website for a local physician. Take skills that you currently have and offer to translate them to a marketable service to a healthcare provider. That will allow you to get into the healthcare field and prove your value while you pursue the education required to get the position you ultimately want to hold.

Here is a bio about Dotty Bollinger's many accomplishments that was provided to us:

"Dotty Bollinger first joined Laser Spine Institute as vice president of quality and compliance in 2008 and is currently chief operating officer. In her role as COO, Dotty has established processes and procedures that have improved the efficiency of care at all of Laser Spine Institute's facilities



including its surgical centers in Tampa, Fla., Scottsdale, Ariz. Philadelphia and Oklahoma City. She is responsible for overseeing business and medical operations at Laser Spine Institute, ensuring patient flow, emphasizing patient satisfaction, maintaining a corporate-wide "culture of quality" campaign, implementing and approving the company's risk management team and officers and maintaining the healthcare licensing process, among other duties.

In addition, Dotty helped lead the implementation of electronic medical records at the organization's three surgical centers, enabling staff to exchange patient information, track appointments and measure quality and was recognized by Modern Healthcare as one of the Top 25 Clinical Informaticists in 2011 for her efforts and leadership during this transition period.

Dotty also is a frequently sought-after speaker on topics such as infection control, accreditation and patient safety and recently spoke at the Becker's 9th Annual Orthopedic Spine and Pain Management-Driven ASC Conference last June and the 19th Annual Ambulatory Surgery Centers Conference last October. Past conferences that Dotty has presented at include the Rhode Island Assisted Living Annual Conference, the American Seniors Housing Association Annual National Conference, Marsh National Healthcare Conference and sat on the National Institutes of Corrections Panel.

Recognized for her leadership abilities, Dotty has been named to Becker's ASC Review's 'Great Women Leaders in the ASC Industry' for the past several years. She was also selected as a finalist for the 'Healthcare Hero' recognition by the Tampa Bay Business Journal in 2012.

A graduate of Maria College in Albany, N.Y., Dotty obtained her nursing degree in 1986 and later completed her bachelor's degree in management and marketing at the University of Maryland. She then went on to earn a degree in law from the University of South Dakota. Additionally, she has also completed a master's level certificate in healthcare compliance from George Washington University. Because she has a juris doctorate, Bollinger provides general operational legal support for Laser Spine Institute and is Certified House Counsel under The Florida Bar. She is also a certified Professional in Healthcare Risk Management, Ambulatory Surgical Center and NADONA Director of Nursing.

Areas of Expertise:

- Infection control
- Electronic health record implementation



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- How healthcare reform affects the ASC industry
 - How Laser Spine Institute has managed costs, increased efficiency and adapted to the ever-changing trends in the healthcare industry"