

Nadia Okeke

Clinical Operations Program Manager

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Profile

Clinical operations leader with nine years of experience improving patient access, referral coordination, and multi-site service delivery across private clinics, diagnostics networks, and public-health programs. Known for turning fragmented workflows into measurable operating routines while keeping clinical quality, consent, and frontline adoption in view.

Professional experience

Clinical Program Manager - CareBridge Health

Lagos, Nigeria | March 2022 - June 2026

- Led the operating model for referral coordination across 18 primary-care clinics and four specialist partners, supporting approximately 3,200 patient referrals each month.
- Reduced median referral turnaround from 5.2 days to 2.8 days by introducing urgency tiers, named queue ownership, and a twice-weekly exception review with clinical leads.
- Designed and rolled out a missed-appointment recovery workflow that increased successful rebooking from 46% to 68% within two quarters without adding coordinator headcount.
- Built a monthly quality review covering consent capture, handoff completeness, and partner SLA performance; audit exceptions fell from 14% to 4% over twelve months.
- Managed five operations associates and partnered with nursing, product, data, and commercial teams on service launches and incident response.

Operations Lead - WellPath Diagnostics

Lagos, Nigeria | January 2019 - February 2022

- Coordinated home-sample collection and laboratory handoffs across Lagos and Abuja, with responsibility for scheduling, partner performance, and patient escalation.
- Introduced capacity planning by zone and time window, improving on-time collections from 78% to 92% during a period of 2.4x volume growth.
- Negotiated operating SLAs with six laboratory partners and created a shared breach log that reduced unresolved result delays by 37%.
- Documented adverse-event and data-correction escalation paths with the medical director and trained 34 field and support staff on the revised procedures.

Project Coordinator - MedAccess Foundation

Ibadan, Nigeria | August 2017 - December 2018

- Supported maternal-health outreach across 11 facilities, maintained implementation trackers, and prepared donor reporting from facility-level service data.
- Created a facility readiness checklist adopted by the program team for medicine availability, referral transport, and community mobilization reviews.

Education and credentials

Master of Public Health

University of Ibadan | 2017

BSc Public Health

University of Lagos | 2014

PMI Agile Certified Practitioner

Project Management Institute | 2023

Lean Six Sigma Green Belt

GoLeanSixSigma | 2021

Capabilities

Clinical operations • Referral and care coordination • Service quality • Process design • Partner SLAs • Capacity planning • Incident response • Team leadership • SQL-informed operational analysis • Looker • Airtable • Jira