

Nacim Iranmanesh, DHSc, MPH, CPPS

Healthcare Operations Leader · Chief of Staff · Digital Health · Revenue Cycle · Quality & Patient Safety

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Executive Profile.

Healthcare operations leader and Chief of Staff with 11 years across **academic medicine (Boston Medical, Brigham, Phoenix Children's)** and **digital health (Brightline, Manatee, Receptive)**. Builds the operating infrastructure companies need when growth outpaces process — *executive cadence, KPI systems, revenue cycle, credentialing, provider operations, service delivery, patient safety*. Known for turning payer contracts, clinical workflows, and fragmented data into accountable systems that support scale.

Selected impact: Supported \$1M → \$3M ARR through RCM infrastructure · Reduced denials 13% → 4% · Reduced billing bypasses 67% · Built KPI infrastructure across 7 neuro divisions · Launched AI self-service with 20% week-one ticket deflection

Experience.

Recent roles, 2023 – present.

Receptive Health

Dec 2025 – May 2026

Chief of Staff to the CEO · TNC · ADHD Advisor · Pettable

- **Executive cadence, 3 brands:** Built leadership rituals, OKR and KPI reviews, and board prep across TNC, ADHD Advisor, and Pettable, giving the CEO a single portfolio view.
- **Doubled follow-up volume:** Diagnosed a unit economics constraint limiting revenue per client: clients averaged 2 follow-ups against a 6-session model. Partnered with engineering and retention to auto-book recurring sessions at intake, doubling early-cohort follow-up volume.
- **20% ticket deflection:** Built Zendesk Help Centers from scratch for two brands — creating client self-service where none existed; AI chatbot launched with 20% initial ticket deflection in week one.
- **67% fewer billing bypasses:** Reduced billing workflow bypasses 67% (from 400 to 130 per month) by building a Zapier alerting workflow that surfaced missed revenue actions before sessions went unbilled.

Short tenure due to company-wide restructuring.

Manatee, Inc.

May 2023 – Dec 2025

Sr. Director of Operations (promoted Jul 2024) · RCM, clinical operations, licensing, credentialing, provider operations, KPI infrastructure · 2 → 6 direct reports + vendor partners

- **\$1M → \$3M ARR:** Drove HCSC multi-state expansion — 12 states credentialed in 9 months (vs the 18+ months typical) — and built the revenue cycle and provider capacity infrastructure that converted signed payer contracts into billable sessions, supporting company growth from \$1M to \$3M ARR.
- **13% → 4% denials:** Reduced claims denial rate from 13% to 4% by identifying contracting, eligibility, and follow-up failures, then implementing Candid auto-correction, Nirvana real-

time eligibility checks, and a structured denial ownership cadence.

- **KPI infrastructure:** Built dashboards, data definitions, and weekly accountability rhythms across RCM and clinical operations to manage access, denial rate, AR aging, eligibility, and team capacity for 400+ families.
- **Team scaled 2 → 6:** Grew operating scope from 2 to 6 direct reports plus vendor partners across RCM, clinical operations, licensing, and credentialing; established SOPs and weekly operating rhythms that reduced founder/CEO dependency on day-to-day execution.

Earlier.

Phoenix Children's Hospital — Barrow Neurological Institute · Phoenix, AZ Feb 2021 – Sep 2024

Clinical Quality Improvement Manager

- Built institute-level KPI infrastructure across 7 neuro divisions, giving leadership a unified view of access, safety, quality, patient experience, academic productivity, financial performance, and digital health.

Brightline, Inc. · Remote

Apr 2022 – Apr 2023 (concurrent)

Senior Manager, Care Quality

- Designed and integrated the NAHQ 8-domain Healthcare Quality Competency framework into Brightline's enterprise quality program — translating traditional healthcare quality standards into a digital health model.

Brigham and Women's Hospital · Boston, MA

Jun 2017 – Feb 2021

Clinical Pathways PM · Ambulatory Quality & Safety Manager · Program Manager (3 promotions)

- Scaled Just Culture implementation and supported Board Quality & Safety Committee operations — translating patient safety priorities into action tracking, follow-up, and executive accountability.

Boston Medical Center · Boston, MA

Aug 2015 – May 2017

Team Coordinator → Senior Administrative Coordinator

- Coordinated outpatient operations and provider scheduling across the Center for Digestive Disorders and Department of General Internal Medicine.

Education & Certifications.

Doctor of Health Sciences (DHSc) · A.T. Still University · *Leadership & Organizational Behavior*

Master of Public Health (MPH) · Boston University School of Public Health · *Health Policy & Management*

Bachelor of Science, Biology · University of Arizona · *Minors: Chemistry & Persian Studies*

Certified Professional in Patient Safety (CPPS) · Current through July 2027

Advisory: SME, MHA Program — Western Governors University · Nov 2024 – Present

Capabilities.

Executive Operations: Chief of Staff, Operating Cadence, OKRs, Board Reporting, KPI Infrastructure, Operating Model Design, Cross-Functional Execution

Healthcare Operations: Revenue Cycle, Credentialing, Licensing, Payer Operations, Provider Operations, Service Delivery, Vendor Management

Quality & Safety: Patient Safety, Just Culture, HRO, CPPS, NAHQ, HIPAA, HITECH

Systems: Healthie, Candid, Nirvana, Availity, Sohar Health, Epic, Zendesk, Zapier, Tableau, AI Workflows

Languages: English (native), Farsi (fluent), Spanish (conversational)