



Jen Kenitzer, administrator for the Minimally Invasive Spine Institute in Boulder, Colo., has spent the past two decades working in the healthcare field. She started out as a patient account representative at HealthSouth in their outpatient physical therapy regional business office. In 2003, she obtained her first position within the ASC industry as an insurance collector. A year later, she began training in coding and was promoted to business office manager in 2005. She was recruited two years later for the Minimally Invasive Spine Institute as the business operations manager, a role she served in for seven years until she was promoted to her current position as administrator.

Jen enjoys spending time in the mountains, camping, fishing and four-wheeling with her husband of 20 years and two daughters, Jenna (22) and Alyssa (12). Her family also includes two dogs, Buddee who is 15 and Kona who is one, and three "grand-puppies." When this adventure-seeker is not headed outdoors, you can find her at the ice rink, cheering on her youngest who is a competitive figure skater.

*"Jen has been an invaluable member of the Minimally Invasive Spine Institute team. Originally hired as the facility's Business Office Manager, Jen became the Administrator of the facility during 2015, although the title does not even begin to describe everything she does on behalf of the facility. Jen continuously strives to put the needs of the patients, employees and surgeons above her own."*  
~Trent Webb, RVP, Central Region

**What does a typical day for an administrator look like?** A typical day for an administrator is never typical. Every day is different and every day brings new obstacles and rewards.

**What do you enjoy most about your job?** The thing I enjoy most about my job is the people I work with. I can't imagine not having each and every one of them as part of my team.

**If you could switch jobs with another SP employee/department for a day, who/what would it be and why?** If I could switch jobs with another department it would be sterile processing. I would like to learn more about it, so I could better understand the process.

**What was your most recent accomplishment in the workplace?** Every day is an accomplishment, but something I am very proud of is receiving zero deficiencies on our last state/Medicare survey earlier this year.

**What do you find most challenging about your job?** The most challenging thing about my job is the unpredictability of our volume and scheduling. It can make materials management and staffing a nightmare!

**What does true leadership mean to you?** Leadership to me is being able to put yourself in the shoes of others and working to understand how each individual can be motivated and inspired to be an asset to the company.

**What is your personal philosophy?** My personal philosophy is live day to day. We can't change the past and we can't predict the future.

**What is your most prized possession in your office?** My most prized possession in my office is my candy jar. It tends to bring people in for conversations that may not have happened otherwise.

**What was your first job? Or before working at SP, what was the most unusual or interesting job you have ever had?** My first job was working at the front desk for my dad's auto repair shop. I know a lot more about cars than most people would ever imagine!