

Shannon Johnson, MHA, BCDNH

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Cell: (406) 876-3761

Professional Experience

Owner/Founder/Instructor

Creative Light Wellness/Creative Light School of Massage Therapy

May 2025 - Present

- Natural Wellness practice
- Alternative wellness
- Massage Therapy
- Quantum Medicine
- Biocharger services
- Emotion Code Practitioner
- Massage School owner/operator/instructor (625 credit hour course)

District Manager (Operations)

City Brew Coffee

August 2024-May 2025

- Hiring, recruiting, employment, benefits, safety/employee communications, etc.
- Operations of City Brew Coffee Businesses
- Responsible for P&L of 8 units
- Hiring and Training of Store Managers
- Ensuring Operational Efficiency
- Driving Sales Growth
- Growth and Development of Leaders
- Growth of Company

Director of Operations

June 2022 - August 2024

Bespoke of MT

- Human Resources; Hiring, recruiting, employment, benefits, safety/employee communications, risk management, creation of policies/procedures, handbook development
- Operations Leadership
- Strategic Planning
- RFPs/Grant writing
- Bids/Estimates
- Budgeting
- Project Management

Regional Practice Administrator – MT Region

February 2020 – June 2022

SCL Health Medical Group – Rural Clinics

- Practice Administrator for 6 geographically rural clinics and Critical Access Hospital in Montana Region
- P&L Responsibility
- Financial expertise – Budgeting, operations, revenue management, billing.
- Human Resources– Hiring/staffing, leadership development, recruiting, employment, benefits, safety/employee communications, union negotiations, contract negotiations (providers), led multi-state system in handbook/training tool for Clinic Manager position.

- Leadership – Managed teams for more than 20 years
- Public Speaking –Presentations, media, group facilitation
- Culture - Responsible for engagement of staff and patients
- Communication - writing, speaking, relationships, etc.
- Interpersonal savvy - solid relationships inside and outside the organization
- Compliance and regulatory experience – Risk Management and Compliance
- Project Management
- Excellent understanding of Electronic Health Record (Epic)
- Business Development - strategically placing new clinics, building the brand
- Virtual Care management for primary care- (Doc on Demand)
- Provider Enrollment
- Revenue Cycle management
- Thought Leadership in development program with proven results

Clinic Manager

March 2016 – February 2020

SCL Health Medical Group - Internal Medicine/Mobile clinic

- Top clinic in the SCL system - Quality, workflow development, productivity/volume
- Leadership of large staff (60+ individuals)
- Facilitator for Advance Care Planning classes for the public
- Advanced culture through associate engagement
- Excellent patient satisfaction results (CGCAHPS)
- Leadership Development Institute leader
- Completed Lean Certification (Six Sigma organization)
- Workflow Development
- Revenue Cycle Management
- Call Center Management-VCC platform

Education and Credentials

EDUCATION

PhD Candidate - Quantum University Hawaii, US

Masters in Health Administration - Montana State University Billings, MT

Doctor of Naturopathy - Trinity School of Natural Health

B.F.A. Fine Arts – (graduated cum laude) - Rocky Mountain College, Billings, MT

CERTIFICATIONS AND TRAINING

Board Certified Doctor of Natural Health

Insurance Producer License, State of MT

Paralegal Certificate - Montana State University-Billings

FINRA Series 7 Licensing Exam, Series 66 (expired)

License in Massage Therapy-State of Montana 2014