

Urgent Care Association of America



Alan Ayers, MBA, MAcc

Alan Ayers is Vice President of Strategy and Execution for Concentra Urgent Care, based in Dallas, Texas, where he leads initiatives to create profitable revenue growth. Ayers directs and advises the operations, sales, and marketing integration of urgent care services in over 300 mixed-model occupational health centers, as well as programs for measuring and improving the patient experience, maximizing effectiveness of the sales organization, and real estate site selection and development.

As a content advisor to the Urgent Care Association of America, Ayers is actively engaged in the development of thought capital for urgent care professionals and is a frequent contributor to *Journal of Urgent Care Medicine* and urgent care conferences.

He is co-author of *Consumer Driven Health Care* (2005), has served as chief operating officer of a hospital-affiliated urgent care network with eight locations, and has conducted educational sessions and customized consulting engagements for urgent care operators, investors and vendors across the country.

A consulting veteran of Accenture and the former market research practice of PriceWaterhouseCoopers, Ayers has extensive experience in the retail consulting industry with clients including Wal-Mart, Verizon, McDonald's, and Bank of America.

Ayers graduated Phi Beta Kappa from the University of North Carolina at Chapel Hill and earned a Master of Business Administration from the University of Mississippi and a Master of Accounting from The Ohio State University.

Ayers also completed a Business Leadership program affiliated with Southern Methodist University, earned the Project Management Professional (PMP) designation from Project Management Institute, and is an FAA-licensed commercial pilot.

Contact Information:

Alan Ayers
Content Advisor
Urgent Care Association of America
Dallas, TX
aayers@ucaoa.org

Contact Information:

Alan Ayers, Assistant Vice President

Urgent Care Association of America

Concentra Urgent Care
Dallas, TX
ayersa@sbcglobal.net

