

Urgent Care Association of America



J. Dale Key

After receiving his bachelor's degree in business from Appalachian State University in Boone, North Carolina, Key has spent the majority of his post-college working career in the healthcare field, gaining a wealth of knowledge in many areas of healthcare management and the healthcare industry in general.

Starting his healthcare career in 1989 as the personnel director of Comprehensive Home Health Care, one of the largest privately-owned home health care agencies in the United States and headquartered in Wilmington, North Carolina, Key was able to gain a working knowledge of all areas of operation of the home health care agency and industry. This knowledge helped propel him into various senior management positions involving the day-to-day management and operations of Comprehensive, ultimately becoming Executive Director.

Key's departure from the home health industry in 1997 took him to Sagelsland Corporation, a software and website design and development company based in Wrightsville Beach, North Carolina. Key was brought on board to develop their human resources department, as well as to assist with the design, development and sales of computer-based training programs and Sagelsland's proprietary training-tracking software, Conductor, for the healthcare market.

In November 1999, Key entered the world of urgent care when he joined Medac Health Services, PA, a four-location urgent care and occupational health practice which is also based in Wilmington. In addition to being the administrator of Medac, Key is also the administrator for ECEP, II, PA, an emergency medicine practice consisting of twenty-seven emergency medicine physicians who staff the emergency departments of three hospitals in the greater Wilmington area.

During his twenty years in the healthcare industry, Key has obtained significant experience in financial management, growth and strategic planning initiatives, corporate project management, corporate planning and development, contract negotiation, designing and establishing compensation policies and strategies, developing and implementing personnel policies and procedures, and benefits administration.

Key is also a member of the UCAOA Board of Directors and serves as the chairman of UCAOA's Benchmarking Committee.

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