

Client Name

Phone | Email | LinkedIn

City, State, Zip Code

Case Management & Population Management Specialist

25+ years' success guiding Clinical Operations and Services to achieve goals and strategic objectives

Motivated, results-oriented, and dynamic professional with expertise in population and case management, data validation, and data analytics as well as proven commitment to continuous improvement and Triple Aim initiatives. Skilled communicator able to build collaborative relationships with cross-functional healthcare teams, engage patients, and translate complex information for understanding by general audiences. Analytical and organized as well as highly adaptable, proactive, and creative in approach to solving complex problems. **Areas of expertise include:**

Case Management & Population Management | Budget Administration & Management | Quality of Care & Patient

Advocacy | Access & Affordability Initiatives | Patient Services & Satisfaction

Process Redesign & Change Management | Team Building & Leadership | Process Improvement & Solutions Design

PROFESSIONAL EXPERIENCE

Clinical Services Director, CV Services

2011 to Present

Orchestrate strategic planning and operational management of 12 cardiovascular-related service lines and clinical operations related to staffing and scheduling, care delivery, service, quality, and clinical technology. Deliver comprehensive support to team of 24 physicians, 70+ staff, three department Physician Chiefs, four Managers, and multiple executive leaders. Continually monitor and validate budgets and performance reports to ensure compliance with objectives and expectations. Promote and cultivate partnerships and collaborations both internally and externally across three medical officials. Support numerous geographic, department, and service line expansions.

- Own development and analysis of programs, initiatives, and workflows to improve effectiveness of care quality and cost, access, services, productivity, and patient satisfaction.
- Leverage outstanding networking and relationships building skills to share knowledge, expertise, and best practices with internal and external liaisons, teams, and patients.
- Pursue opportunities to improve quality and availability of services through new technology including implementation of wireless EKG technology, Cisco Telephone Systems, and Interactive Voice Technology.
- Successfully sponsored two CV Services Unit Based Teams that achieved Level 5 status for three consecutive years.
- Designed and launched multidisciplinary Regional EKG Task Force to support and troubleshoot regional EKG database issues with potential impact on patient care, service, quality, and safety.

Cardiology & Cardiac Rehab Nursing Manager

2004 to 2011

Promoted and motivated high-quality, efficient, and effective care delivery through clear communication and ongoing process improvement initiatives in collaboration with multidisciplinary physicians and staff. Continually monitor and validate budgets and performance reports to ensure compliance with objectives and expectations. Completed approval of multiple business cases for Capital Equipment funds and FTE to support treadmill, echo, and general cardiology practices. Supported implementation and training for Primary Care RN Lipid Management Pilot program.

- Consistently encouraged staff and team to support practices of physicians and healthcare providers to ensure positive service behaviors.
- Established and maintained highest standards of nursing and exceeded nursing, licensing, and department guidelines or standards through ongoing monitoring, validation, and reporting of CAD outcomes.
- Earned 22 Creative and Resourceful Employee (CARE) Program Awards for team projects and individual contributions to improve workflows, quality, service, affordability, and delivery of care.

- Received multiple Summit Excellence and Silver Summit Awards, Service P.R.I.D.E. Awards, and Summit Award Nominations.
 - Awarded Kaiser Permanente National James A. Vohs Quality Award for CAD Secondary Prevention Program with Clinical Pharmacy and Nursing Team.
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EDUCATION AND CREDENTIALS

Bachelor of Science in Nursing | University of North Dakota

Affiliations

- Cardiovascular Governance Council
- HF Governance Council
- Regional EKG Task Force Member & Sponsor
- Pulmonary Hypertension Task Force

Professional Presentations

- AHA, Tobacco Cessation Abstract Presentation, 2008
- AHA Regional Conference, “Get with the Guidelines” Presentation, 2003
- AHA, Tobacco Cessation Program Poster Presentation, 2002