

Summary

Meticulous and knowledgeable Risk Manager under Quality Performance with a 17 year record of success in policy development, program management, risk mitigation and operational planning. Proficient in maintaining regulatory compliance and correcting systemic issues in collaboration with business managers. Team-focused, consistent and diplomatic with a focus on building strategic alliances and enhancing company standing.

Skills

- Verbal and Written Communication
- Evaluating Quality of Care
- Communicating to Patients and Families
- Patient Confidentiality and Data Security
- Helpful and Service-Oriented
- Calm and Effective Under Pressure
- Quality Standards and Protocols
- Explaining Policy and Procedures
- Organized and Detail-Oriented
- Resolving Problems
- Microsoft Office
- Complaint Investigation
- Database Coordination
- Legal Compliance
- Reliability and Dedication
- Medical Terminology
- Report Preparation
- Records Management
- Safety Monitoring
- Risk Management Assessment

Experience

Risk Management/Patient Advocate Manager, 11/2014 to Current

Amtrust Financial Services, Inc. – Southington, CT

- Developed and documented risk management systems.
- Used Excel pivot tables, charts and reports to break down and analyze information.
- Compiled and submitted regular reports to update senior management on operations and progress.
- Conducted investigations and took appropriate actions to resolve concerns.
- Participated in division safety and security meetings and joint safety task force meetings.
- Managed vendor relationships for workers' compensation and property and casualty insurance policy programs.
- Reported findings on risk exposures to senior executives and board of directors.
- Created and managed training classes to educate new hires and existing employees about compliance concerns.
- Built and strengthened relationships with regulatory representatives, vendors and company customers.
- Executed successful compliance monitoring and risk assessment programs.
- Organized initiatives, drafted documentation and enforce compliance with best practices.
- Documented, filed and maintained proper inspection records and quality assurance documents.
- Liaised with staff from diverse hospital departments to bring about effective resolutions to range of issues.
- Compiled information from patients and caregivers or family members to identify care concerns.
- Collaborated with clinical and administrative staff to meet patient needs.
- Explained policies, procedures and services to patients.
- Processed liability claims and incident reports for submittal to third party administrators.
- Assist and coordinator Joint Commission accreditation surveyor.
- Assist and coordinate Joint Commission, CMS, and EMTALA regulatory surveys.
- Manage departmental policy compliance.
- Manage system recalls, actions and completion.
- Manage hospital Morgue, processes and daily operations.
- Manage Worker's Compensation program, incidents.
- Manage legal ligation's with appointed legal counsel.

Risk Management Supervisor, 11/2010 to 12/2014

Harnett Health System – City, STATE

- Reviewed risk management database reports for compliance and fraud prevention.
- Reviewed contractual documents to determine correct insurance coverage.
- Processed liability claims and incident reports for submittal to third party administrators.
- Assisted sites with incident claim reporting, discussing such issues with departmental leadership.
- Managed recalls for the system for any actions, reporting and completion.
- Managed departmental policy reviews, revisions and completion.
- Coordinator for Medical Staff meetings, events and committees.
- Coordinator for Ethics and COmpliance committee, reports and minutes.

Senior Administrative Assistant, 04/2006 to 11/2010

Harnett Health System – City, STATE

- Developed administrative processes to achieve organizational objectives and improve office efficiency.
- Directed customer communication to appropriate department personnel.
- Tracked and submitted employee timesheets to prepare for payroll processing.
- Composed correspondence, reports and meeting notes.
- Scheduled appointments, meetings and events for management staff.
- Answered phone calls and emails to provide information, resulting in effective business correspondence.
- Assisted with implementing policy database, managing compliance of departmental policies.
- Managed Nursing committees meetings, reports and minutes.

National Accounts Coordinator/Office Manager, 04/2002 to 04/2006

SimplexGrinnell – City, STATE

Harnett judgment and initiative in handling confidential matters and requests.

- Managed office budget to handle inventory, postage and vendor services.
- Interacted professionally with customers and inside personnel, answering questions and responding to phone and email inquiries.
- Oversaw departments and staffing coverage to facilitate day-to-day operations of business office.
- Monitored accounts receivable, advising of delinquencies or other account irregularities.
- Trained and mentored administrative staff members in company policies, daily task execution and industry best practices.
- Administered payroll and maintained proper documentation of employee personnel.
- Interpreted and communicated work procedures and company policies to staff.
- Coded and entered daily invoices with in-house accounting software.

Education and Training

Bachelor of Science: Psychology, 05/1999

Fayetteville State University - Fayetteville, NC