

# Jessica Claire

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## Professional Overview

Masters of Social Work Performed medical social work services for over 10 years, in multiple environments, providing patients and their families with comprehensive psychosocial assessment, crisis counseling, grief counseling, end of life counseling, assistance with advance directives, code status, community referrals, and other related social service interventions Participated in conflict negotiation, managed care operations and ensuring appropriate and cost effective patient care Received on the job training as a medical and home health social worker through Kaiser Permanente, South San Francisco, CA and Cook County Hospital, Chicago, IL Self motivated, effective communicator, able to work independently, or on a team, and able to perform well in a fast pace, high pressured work atmosphere Professional Summary Advised and consulted with Missouri hospitals and patients, utilizing InterQual, Medicare, Medicaid/MediCal, and Social Security guidelines to assist with reducing the hospital's loss of revenue by 80%, as well as reducing patient's out of pocket cost by 75% Grant writing experience, receiving funding, ranging from \$35,000 to over \$1,000,000 for services including pre-school and family preservation and reunification services Organized and supervised the activities of over 10 volunteers responsible for mentoring 30 pregnant and parenting teens

## Core Qualifications

- Guest services
- Inventory control procedures
- Merchandising expertise
- Loss prevention
- Cash register operations
- Product promotions

## Accomplishments

## Education

**Masters of Social Work: Community, Organization, Planning, and Administration**  
**University of Southern California** - Los Angeles, CA  
GPA: Tommy Trojan award for merits in the School of Social Work  
Community, Organization, Planning, and Administration Tommy Trojan award for merits in the School of Social Work

**Bachelors of Art: Psychology**  
**Loyola Marymount University** - Los Angeles, CA  
Psychology

**CPR Instructor Certification**  
**Garfield Medical Center** - Monterey Park, CA

## Thesis/Dissertation

## Experience

- 01/1998 to Present    **Consultant**  
**Hillard Heintze** – Chicago, IL
- Provide temporary medical social work services in the states of California, Illinois and Missouri, for hospitals, hospice agencies, home health agencies, adult day health care programs, and psychiatric facilities Assist patients with end of life issues, advanced directives, and placement needs Perform crisis counseling, psychosocial assessments, and care plans Developed a proposal for funding, and received a contract for Los Angeles County Superior Court, as a Probate Investigator, evaluating the needs of elderly and dependent adults Utilized Medicare, MediCal and Social Security guidelines to assist with discharge planning, DME orders, and referrals to community services.
- 01/2010 to Present    **Medical Social Worker**  
**Satellite Healthcare** – San Francisco, CA
- Provide medical social work services for Kaiser Permanente home health and hospitals.
  - Complete comprehensive psychosocial assessment.
  - Provide counseling on functional losses, grief counseling, and assistance with end of life issues.
  - Educate patients about advance directives, code status, and community referrals.
  - Document on Clinical Documentation Systems and familiar with using Health Connect system.
- 01/2006 to 01/2010    **Medical Social Worker**  
**Satellite Healthcare** – Sunnyvale, CA
- Implement temporary medical social work services in various environments, such as hospitals, hospice, adult day health care, home health and psychiatric facilities.
  - Provide patients and their families with comprehensive psychosocial assessment, care plans, crisis counseling, grief counseling, end of life counseling, assistance with advance directives, code status, community referrals, and other related social service interventions, discharge planning, and case management.
  - Assess, and initiate discharge planning by providing psychosocial assessments, placements, and counseling to patients, and in acute rehabilitation units.
- 01/2004 to 01/2006    **Clinical Social Worker II**  
**State Of Oklahoma** – Woodward, OK
- Initiated interventions with identified at risk patients and families, admitted in the maternal child units, neonatal intensive care unit, pediatric unit, medical/surgical unit, icu, ccu and the emergency department.
  - Assist patients with crisis counseling, end of life issues, reports to local authorities, and other related social service interventions.
  - Assisted the health education department with CPR re-certification for hospital staff.

## Skills

case management, counseling, CPR, discharge planning, Documentation, functional, health education, home health, hospice, Instructor, Assist patients, proposal, rehabilitation

## Fellowships and Awards

## Publications

## Presentations

## Memberships/Scholarly Societies

American Heart Association California Board of Behavioral Sciences National Association of Social Workers YMCA Youth Coach