

ART MORGAN

Case Manager

✉ a_morgan@email.com

☎ (123) 456-7890

📍 Boston, MA

🌐 [LinkedIn](#)

EDUCATION

Bachelor of Science
Health Studies

Boston University

📅 2009 - 2013

📍 Boston, MA

SKILLS

- eClinicalWorks
- CareManager by Netsmart
- Microsoft Teams
- Tableau
- Amwell
- Relias Care Plan
- PHQ-9
- Aunt Bertha

CAREER SUMMARY STATEMENT

Experienced case management professional with 10+ years of working in busy social care environments. Compassionate caregiver, a diligent problem solver, and a team player looking to take on a more significant challenge at FamilyAid.

WORK EXPERIENCE

Case Manager

Partners HealthCare

📅 2019 - current

📍 Boston, MA

- Organized a statewide Microsoft Teams educational conference for 24+ case managers, helping bring down prescription drugs abuse by 37%
- Simplified data with Tableau for physically abused children, which helped 91% of them to open up and get help
- **Achieved a 97% diagnosis accuracy** for 112 depression cases using PHQ-9, registered a 88% recovery rate
- Implemented an in-house system to reduce drug prescription errors by 64%

Clinical Supervisor

Boston Medical Center

📅 2016 - 2019

📍 Boston, MA

- Collaborated in creating a drug-safety reporting system that **resulted in 67% jump in prescription safety**
- Coordinated with transport team to decrease emergency response time by 81%
- Executed a Relias Care Plan for mental cases that boosted recovery rates by 34%
- Boosted care outcomes by 57% through better risk analysis on CareManager by Netsmart

Care Coordinator

Massachusetts General Hospital (MGH)

📅 2013 - 2016

📍 Boston, MA

- Recommended Aunt Bertha to 51+ community social leaders and noticed a **44% upsurge in use in three months**
- Updated 1.1K records on eClinical Works, reducing processing time for returning patients by 62%
- Connected 34 out-patients to prescribed drugs providers in their locality via Amwell saving them on travel costs
- Recommended positive behavioral change models to 151 patients with 86% achieving full potential in 4 months

CERTIFICATIONS

- Certified Case Manager (CCM)