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| Wendy Holness- McKenzie, MSW  Lean Certified Leader | | | 95507 Diamondhead Drive West  Diamondhead, MS 39525  917-941-4957  wjeantravel@gmail.com |
| EXPERIENCE  **December 2020- Present**  **May 2013- December 2020** | **Humana- Senior Products Stars/Quality Initiatives** Director  * Regional Strategic and Operational leader for Quality Initiatives/ Stars organization in Louisiana and Mississippi with CMS bonus/ rebate potential of nearly 300M annually * Achieved inaugural CMS 5Star Rating on MA contact in Louisiana in MY2020 and revenue of 250M regionally * Report to Regional President and work in collaboration with Directors/ leaders across Provider Engagement MRA, Finance and Contracting as well as enterprise-wide SMEs to sustain/ surpass KPIs annually as well as identify and influence trends in healthcare quality * Develop and maintain key partnerships, launch special projects that champion innovation, grow the business, and validate best practices * Contribute to planning meetings for several population health and health promotion organizations including American Cancer Society MS, Second Harvest Food Bank, American Diabetes Association, and Taking Aim at Cancer in Louisiana (TACL) * Responsible for hiring, training and development of associates including: 1:1 supervision, staff meetings, associate development, budgets, salary planning, impact planning and annual performance reviews * Achieved 100% on most recent Associate Engagement Survey  Humana- Humana at Home/ SeniorbridgeOperational Manager  * Supported Complex Care Management and Transitions (post discharge) for Medicare Advantage, SNP, Tricare, and Commercial Membership * Responsibility included hiring, training and development of associates including: 1:1 supervision, team meetings, associate development, salary planning, impact planning and annual performance reviews * Contributed on special projects that champion innovation, grow the business, and validate best practices * Conducted data analysis and market research to support operational metrics and stay abreast of trends * Prepared presentations and communicate effectively leveraging Microsoft Office Suites * Adept at Six Sigma and project design skillsets * Administered quality audits (member satisfaction calls, and review documentation) to reinforce quality indicators and standards for credentialing annually | |
| **September 2010-2012** | Montefiore North Division- Outpatient Chemical Dependency Program- Dept. of Psychiatry **Program Manager**   * Served as the Administrative and Clinical Supervisor for a funded OASAS licensed program that serves nearly 600 Medicare/ Medicaid patients annually * Responsible for staffing of 8 CASAC and CASAC-T, 1 RN, and 2 support staff * Overhauled chart reviews, completed productivity reports, and incident reviews as warranted. Maintained compliance with regulatory guidelines for Joint Commission, OASAS and, DOHMH * Established community partnerships with departments of social services, parole and probation, medical providers, DMV, ACS, and other city agencies * Completed comprehensive review of program planning and staff trainings to prepare agency for changes in billing structure * Provided managerial coverage for outpatient MICA and large community Mental Health Clinic within department of psychiatry | |
| **September 2001 – Sept 2010** | **University Behavioral Associates- Montefiore Hospital- Dept. of Psychiatry**  **Clinical Supervisor and Special Project Leader**   * Served as inter-organizational liaison for 109M HRA contract. * Coordinated medical case management services between agencies * Accumulated and analyzed data on program efficiency * Conducted staff in-service and facilitated monthly staff meetings   **Field Supervisor**   * Responsible for the recruitment, selection, training, development, and retention of case management staff (BA, CASAC, and LCSW); not limited to time and attendance procedure, Annual Performance Evaluations, and Individualized Performance Improvement Plans * Provided individual and group supervision/ evaluation for intensive case management, social work intern, and vocational staff * Co-facilitate in-services and workshops for clinical staff including Bronx Lebanon physicians * Maintained ACCESS database and generate reports on client activity and outcome * Proficient with medical terminology, diagnostic processes, and clinical course of co-occurring psychiatric and medical conditions   **Intensive Clinical Care Manager**   * Provided evaluation, referral, supportive counseling, and case management services to public assistance recipients with co-occurring medical, psychiatric, and chemical dependency conditions * Provided supportive counseling to patients and family members as needed * Completed time sensitive chart notes, reports, and reconciliation of data * Conducted weekly site visits with various service providers throughout the greater NYC area to monitor and track patient’s compliance with care plan | |
| **September 2008 – May 2009** | **Montefiore Medical Center- Home Care**  **Per- Diem Social Worker**   * Provided functional, financial, and safety assessment, psycho education, resource / referral development, and supportive counseling of patients newly release from hospital to their homes and their caregivers in the Northeast Bronx and Lower Westchester * Maintained communication with all clinical disciplines involved including nursing, OT, PT, psychiatry, hospice, etc.to ensure comprehensive care of patients * Completed case notes and assessment paperwork in a timely and concise manner to maintain compliance with regulations and prevent delay in service delivery * Provided information regarding eligibility criteria for entitlements to create safety-net to patients and alleviate financial burdens on caregivers | |
| PROFESSIONAL HIGHLIGHTS | **YPTT Development Accelerated Program (DAP) 2020 Participant**  **LEAN/Six Sigma-** Humana LEAN Certification acquired 2017  **Training/ Mentoring**   * Educational Coordinator and supported students in field instruction from NYU, Columbia University, Lehman College, and Yeshiva University’s MSW Programs **(Montefiore Medical Center)** * Coordinated launch of Virtual Preceptor program with University of Houston BSN **(Humana)** * Mentor/ preceptor of new Managers for HAH- LTIH Program **(Humana)**     **Key Contribution/Recognition**   * Humana 2022 CEO Mentorship Program- Inaugural participant (1 of 30 selected enterprise-wide) * Executive Coaching with BCG * Designated as top talent by Humana Capital Analytics with high inter-mobility cross enterprise * WNRG Woman of Distinction Nominee 2018 * STAR Award Recipient (North Award 2017 and 2018) (Shining Star 2013-2021) * Associate Engagement Champion / Kenexa Engagement score of 100% (2014-2018, 2021) * Bright Ideas Challenge finalist (2015)/ Top Tier Certificate Winner (2014) | |
| OTHER EXPERIENCE  **June 2022- Present**  **May 2021- Present**  **January 2021- Present**  **March 2018 – Present** | **American Diabetes Association of Louisiana and Mississippi- Community Leadership Board Member**  **Mississippi Colorectal Cancer Roundtable (MSCCRT) Member**  **Taking Aim at Cancer in Louisiana (TACL)- Member of Louisiana Payor Council and Data Committee**  **Diamondhead Farmers Market- Board of Directors** | |
| EDUCATION  **September 2016-2017** | **Louisiana State University Shreveport**  Completed 3 semesters of MBA with HR Concentration | |
| **Completed May 2003**  **Completed Dec. 2001** | **NYU**  Master of Social Work (M.S.W.)- Cum Laude/ NASW Academic Achievement Award    Bachelor of Social Work (BSW) | |
|  | ***References Available Upon Request*** | |