

Verna Heyne

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Event/Meeting Planning • Customer Service • Communications

SKILLS

Event/Meeting Planning
Problem-Solver
Deadline-Oriented

Strong Customer Service
Multi-Tasker
Team-player

Logistical Support
Organizer
Well-versed in Technology

Professional Experience

Brookdale Home Healthcare, Indianapolis, IN 2018 to Present

Document Tracking Specialist/Human Resources Coordinator

- Manage on-boarding for all new associates
- Responsible for maintaining Human Resource files for 20 associates
- Manage Face to Face encounter and order document tracking for over 55 patients
- Correspond with physician offices regarding signing of patient Face to Face encounter and orders

IUPUI Center for Service and Learning (CSL), Indianapolis, IN 2015 to 2018

Program Associate, Communications and Outreach

- Managed Community Work-Study (CWS) program and 33 community agencies who participated in the program
- Worked closely with four campus departments in regards to Community Work-Study
- Co-Chaired Robert G. Bringle Civic Engagement Showcase attended by over 350 people
- Assisted with logistics and organization of four signature events
- Managed communications and marketing for the center
- Managed branding center-wide for all communications and marketing materials
- Maintained and updated CSL event calendar and ensure all new and upcoming events are published on university calendars
- Administrator for Machform and Salesforce and oversight of processes associated with creating forms
- Managed the updates of CSL website oversaw updates made by 12 staff members and graduate assistants
- Managed training of communications/marketing software programs for ten staff members, 12 graduate and undergraduate students

Nightingale Home Healthcare, Carmel, IN 2009 to 2015

Quality Improvement Coordinator

- Chaired, facilitated, advised Quality Assurance Program Improvement 12-person committee and identified areas of improvement
- Educated agency's leaders, staff, and business associates about QAPI Program and their roles and responsibilities
- Trained new staff members via orientation program on the quality improvement program
- Oversaw improvement programs and collected and analyzed performance data for all 12 offices
- Compiled benchmarking/trending reports for all 12 offices and met with directors to ensure compliance
- Assisted 12 offices with state surveys by preparing reports requested, guiding managers to requested policies/procedures. Assisted in passing seven surveys in five months
- Prepared data summary reports for submission to the Governing Board and Professional Advisory Committee
- Kept abreast of current laws, standards, state, federal regulations and policies, communicated changes to directors and staff in a timely manner and promote compliance

Auditor/Data Analyst

- Created data reports trending the compliance of supervisions, visit frequency orders and daily visit audits
- Responsible for compliance of LPN and HCA Supervisions, ensuring supervision visits are scheduled and completed
- Audited patient notes and missed visit report to ensure compliance and call logs entered, and educated clinicians on findings

Curriculum Secretary 2005-2008; Payroll Specialist 2008

- Managed payroll for approximately 280 employees and time sheet management
- Supervised student hired to support textbook adoption process
- Coordinated District Accountability/Advisory, Curriculum Council and PASS Committees
- Planned, organized the annual Ted Geringer Student Achievement Awards breakfast for 12 students and their families,
- Planned, organized annual Service Recognition Banquet for over 280 employees
- Planned, organized annual new employee orientation, maintaining a budget
- Assisted and worked closely with principals, staff and parents
- Managed district website redesign, development and updates
- Collaborated and instructed students on the high school website design, development and implementation
- Designed and edited annual report to the public
- Contributed to the implementation of the district-wide security and emergency calling system

Community Engagement*American Cancer Society - Relay For Life Volunteer*

2005-2009

Team Development Committee Member, Carmel Relay - 2009

- Recruited teams to participate in Relay
- Solicited prizes from vendors to be used the day of Relay
- Promoted Relay within the community

Chair of Lamar, CO 2008 Relay for Life, and Co-Chair of Lamar, CO 2007 Relay for Life

- Raised over \$80,000 for 2008 Relay and over \$60,000 for 2007 Relay
- Planned, organized all aspects of event
- Recruited and managed more than 25 committee members, facilitated monthly committee meetings
- Maintained and stayed within budget
- Recruited over 45 teams year and numerous sponsors
- Facilitated monthly team captain meetings for 11 months

Public Relations Chairperson Lamar, CO Relay for Life - 2007 and 2006

- Published and edited monthly Relay For Life newsletter using Microsoft Word
- Marketed event to the public with press releases and advertising of event to local media
- Created fliers publicizing the event to the community

Survivor Committee Member, Lamar, CO Relay for Life - 2005-2007

- Contacted survivors to inform them about Relay and events at Relay
- Collaborated with other committee members to organize survivor events and dinner for Relay
- Helped to make Relay a success by executing plans for Relay survivors

Colorado Junior Chamber of Commerce (JCI)

2004-2009

State Public Relations and Marketing Vice President - 2008

- Marketed events to fellow members and the public for over 10 chapters
- Managed re-designed Colorado Junior Chamber website
- Assisted fellow state officers in planning, preparing and hosting of state conference
- Designed new Colorado Jaycees brochure using Microsoft Publisher
- Published and edited Colorado Jaycees monthly newsletter and helped ten chapters publicize their events

Lamar Junior Chamber of Commerce - Public Relations Vice President - 2006

- Published and edited monthly newsletter, marketed chapter events to public and fellow members
- Created advertising and press releases to promote chapter events
- Solicited in-kind sponsorships from local vendors

Chairman of the Fall Conference Committee attended by more than five state chapters - 2006

- Planned event to include trainings, banquet and competitions
- Obtained conference location, meals, presenters, negotiating contracts
- Worked with venue on banquet and meeting setup

Education

Bachelor of Arts in Mass Communications ▪ Northwestern Oklahoma State University

Associate of Arts in General Studies ▪ Lamar Community College