

PATIENT ADVOCATE

Summary

Seeking an opportunity in an Management/HR Department where my professional experience and education will allow me to make an immediate contribution, as an integral part of a progressive organization.

Education and Training

HealthCare Administration- Human Resources , 2017 Herzing University- Online - City , State , United States

Bachelor of Science : Management - Human Resource Management , 2009 Kaplan University - City , State , United States

Business Administration Management , 2007 Kaplan University - City , State

WFHM Reverse Mentoring Senior Management : 1983 MSTa Business College - City , State

WFHM Diversity Program

MBA : 2011

- Chuck Bishop/ Eric Stoddard Diverse Leaders Program CRA Best Practices Project : October 2011

Business Administration Management Learning and Development Springfield, IL Human Resources Mentor- Jennifer Cultip Smith HR Manager NC

Experience

Patient Advocate

May 2017 to Current Company Name - City , State As a patient advocate, I am responsible for the developing, revising and implementing policies and procedures as needed. Facilitates the patient complaint/grievance process, with positive patient experience. Making rounds to each unit daily, visit all new admissions and also identify patients' needs or issues and then visit the patients to advocate on their behalf. Actively working with unit leaders and staff to assign and assure follow-up action is taken quickly to resolve all issues. Documenting and reporting trends in patient attitudes and /or obstacles to delivery immediate service recovery. Investigates referrals/complaints through review of records and discussion with appropriate individuals in an objective, thorough and tactful manner. Participates in staff and community education on patient rights, the complaint procedure and other related issues as requested. Generate weekly/ end of month reports and track IRIS reports, discharge phone calls reporting back to unit leaders positive/negative feedback. Training, coaching, delegating work responsibility.

Office Support

March 2015 Company Name - City , State

- Managed day to day operations with minimal supervision
- Created reports, and Purchased office material.
- Performs complex, clerical services for the Intact Services.
- Provide clerical support to the team supervisor staff, delegated work flow.
- Including but not limited to mailing, filing, scanning confidential documents, extensive communication with all statewide agencies business managers and financial managers.
- Review each bill within five (5) working days of receipt for accuracy and completeness.
- Notify the Purchase Of Service (POS) agency of any adjustment to the bill that must be made due to incorrect information and then submit the bill for payment.
- Prepare Billings that are completed and accurate for processing and remove inaccurate entries from the CFS form.
- Sent incorrect cases to the POS agency to be corrected and re-billed.
- Created a new Bureau of Operations Intact Family Services Billing Process Manual.
- Created a billing tracking system for all incoming bills, business managers; POS intact email distribution list.
- Review each bill within five (5) working days of receipt for accuracy and completeness.
- Notify the Purchase Of Service (POS) agency of any adjustment to the bill that must be made due to incorrect information and then submit the bill for payment.
- Prepare Billings that are completed and accurate for processing and remove inaccurate entries from the CFS form.
- Sent incorrect cases to the POS agency to be corrected and re-billed.
- Created a new intact billing work flow from SACWIS for billing staff.

Operations Team Lead

September 2002 to January 2015 Company Name - City , State

- Interact and act as a liaison with business clients, business partners, internal and external staff, and update share point sites.
- Review and certify system access for team members.
- Prepare agendas, materials; coordinate room/equipment reservations.
- Manage electronic calendars; schedule meetings, appointments, conference calls.
- Conduct interviews and make hiring recommendations.
- Contribute and participate in team coaching and performance development discussions.
- Pre-Screening Candidates for Interviews.
- Facilitate feedback discussions with individuals.
- Participate and conduct team member training.
- Create offer Letters and Hiring Kit.
- Ensures that the team's acquisitions are completed on time and accurately.
- Planning, coordinating, and monitoring daily activities; ranging from routine to moderately complex work in a major corporate environment.
- Reviewing, prioritizing, and distributing daily work to meet deadlines and goals.
- Monitoring work in progress making adjustments as needed.
- Effectively trains staff on duties, responsibilities, and expectations.

Accomplishments

Founder of Women Embracing Diversity Non-Profit Women's Support Group Organize Women Conferences/ Plan Activities.

Skills

acquisitions, agency, Billing, Billings, clerical, Coach, coaching, clients, email, Senior Management, filing, financial, Hiring, Human Resources, HR, Information Security, Letters, mailing, materials, MBA, meetings, Mentor, Mentoring, Access, PowerPoint, share point, Windows XP, Microsoft word, Networking, POS, Presentations, progress, scanning, supervisor, Excel, Generating Reports, MyRounding Application and Press Ganey