**TORI OLLEY.** B.Sc. MSW. LCSW-C, LCSW

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**Professional Summary**

Solution focused mental health professional with strong analytical and problem solving skills. I have

several years of experience working in both the Inpatient and Outpatient setting. I am licensed in

Maryland and Texas and I have worked with children, adolescents and adults. I implement effective

evidenced therapeutic interventions to address presenting problems. I advocate for all patients and remain attuned to their needs to identify stressors which may impact their overall wellbeing.

I also have several years of experience working with EMRs; Epic and Cerner. I am certified in Epic Clindoc and credentialed in several other modules; Orders, Ambulatory, Willow and Beacon. Additional experience in ticket triage and resolution, Security, Smart Tools, Integrated Testing, Workflow Analysis, Systems training and build. Excellent verbal and written skills, with detail oriented reporting and communication.

As a Health IT consultant with a clinical background, I understand the nuances associated with the

different departments within a hospital organization.

**EDUCATION, LICENSES AND CERTIFICATIONS**

**Certified Scrum Master**

**Epic Clindoc Certification**

**Epic Beacon Certification**

**Epic Stork Certification (Certification pending, classes completed)**

**Epic Beaker CP Certification (Certification pending, classes completed)**

**Credentialed Ambulatory, Orders and Willow.**

**Texas Board of Social Workers**

Licensed Clinical Social Worker **October 2014**

**Maryland Board of Social Workers**

Licensed Certified Social Worker-Clinical

**University of Maryland**  **May 2008**

Master of Social Work

**Lagos State University**  **May 1999**

Bachelor of Science

**WORK EXPERIENCE**

**EHR Implementation Consultant October 2011-Present**

Analyst/Trainer/Builder

* Participate as a clinical subject matter expert and team member in the identification of requirements for applications based on the business needs of the organization. Assist in the selection of new applications for the implementation of the EHR system.
* Contribute as a team member to design applications from a business process perspective and make necessary specifications to satisfy organization requirements.
* Review, create and develop curricula, system and associated training material for Physicians, Nurses, Allied Health Providers and Front Desk Staff.
* Preparation of test scripts, unit testing, integration testing, etc. to test application. Document test results, defects and other problems detected during testing.
* Work with the team during system activation, trouble shooting, identifying and resolving identified issues. Communicate the project status updates, system design abilities and glitches and related information to members of the build and training team.
* Make recommendations for systems improvement based on the feedback from practice groups and service lines. Serve as a liaison to end users for assistance with identification, analysis and support of department needs regarding the system.
* Paneled and approved classroom credentialed trainer candidates, trained them on system functionality, workflows and management of the LMS (Learning Management System)
* Past clients have included MD Anderson, Lehigh Valley Hospital, Maine Line Health, UPMC Pinnacle, Johns Hopkins, Duke, South Coast Health Systems, Vidant Health to name a few.

**PHEND Network February 2010-Present**

*Mental Health Clinician/Crisis Clinician*

* Conduct interviews and utilize assessments tools to assess emotional, functional, and/or psychological conditions.
* Provide SME consultation to clients and other members of the team to improve agency standards and enhance clinician/client experience.
* Complete crisis assessment and provided evidence-based interventions to resolve client’s immediate needs.
* Complete structured diagnostic assessments using DSM V guidelines.
* Work with other members of the treatment team to identify resources and services for clients.
* Provide brief therapy, referral, case management, consultation and follow-up as needed.
* Manage assigned tasks and caseload to meet agency expectations.
* Complete appropriate clinical documentation of encounters, treatment, referrals and all communication with patients in accordance with account expectations and insurance standards.
* Participate in trainings, and quality improvement activities to maintain licensure and improve client experience.
* Serve as a preceptor, mentor and resource to new and less experienced staff.
* Attend and make recommendations for improved patient care during team meetings when necessary.

**Holy Cross Hospital October 2014-December 2015**

*Psychiatric Crisis Clinician*

* Responded to request for emergency assessments and made referrals to Crisis Stabilization Programs.
* Assessed patient and their family’s psychosocial risk factors through the evaluation of current and prior functioning levels, patient’s psychiatric history, severity of presenting problems and other factors.
* Provided crisis intervention counseling and education to patients and families experiencing emotional disturbances, mental illness or problems related to substance abuse.
* Provided intervention on cases involving child abuse or neglect, domestic violence, elder abuse or sexual assault.
* Evaluated patient for danger to self and others and recommended precautions and treatment based on patients’ acuity.
* Consulted with other members of the team for case review and clinical recommendations for the patient’s care based on patients’ diagnosis and environmental factors.
* Provided Axis I-V diagnosis and appropriately documented clinical criteria and psychiatric symptoms for insurance/payor review.
* Developed Behavioral Health after Discharge Plan for patients not requiring psychiatric inpatient hospitalization in order to ensure a timely discharge.

**Suburban Hospital July 2014-December 2015**

*Clinical Social Worker/Discharge Planner*

* Completed psychosocial assessments for patients in an inpatient setting
* Educated patients and their families on diagnosis and available treatment options.
* Educated patients on discharge planning process and make referrals as necessary.
* Intervened with families exhibiting complex family dynamics that impact directly on patient care or discharge.
* Attended and made recommendations for improved patient care during interdisciplinary rounds.
* Provided consultation to Case Managers when coordination with significant or intensive community resources is necessary to achieve treatment outcomes.
* Communicated with physicians, nurses and other members of the treatment team regarding the discharge planning status of patients.
* Ensured safe care to patients adhering to policies, procedures and standard within budgetary specifications including time management, supply management, productivity and accuracy of practice.
* Provided appropriate documentation of encounters, treatment, referrals and all communication with patients.
* Attended and made recommendations for improved patient care during interdisciplinary rounds.

**Northwestern Human Services, Maryland October 2008- February 2010**

*Licensed Clinical Recruiter/Trainer*

* Used Strategic Planning to provide interventions to target and resolve issues of concern within an Outpatient Mental Health setting.
* Identified potential foster homes that can serve specific age ranges, special needs (behavioral, medical, etc.), and large sibling groups
* Assisted in the matching process taking client diagnosis into consideration
* Maintained a caseload of foster homes, communicated with foster parents daily and maintained child behavioral data electronically in the PDR (Parent Daily Report)
* Developed tracking and reporting document that demonstrate trends, patterns, and outcomes that are produced on a monthly basis.
* Maintained appropriate records in compliance with funding source requirements and state regulations.

**Mentor Maryland May 2008-Dec 2008.**

*Foster Care Recruiter/Case Manager.*

* Used clinical interviewing techniques to identify potential foster homes to serve specific demographics.
* Provided support to families and foster children placed in approved foster homes to enable a smooth transition in or out of placements.
* Employed conflict resolution techniques when necessary to prevent and de-escalate potential displacements.
* Provided continued psychotherapy to address the needs of children placed in foster homes.
* Worked in collaboration with other members of the team; Psychiatrist, Law enforcement and the court system, to preserve placement.
* Made appropriate referrals for other services when needed.

**Dynamic Health, Maryland June 2004-April 2008**

*Psych Rehab Counselor.*

* Provided 1:1 care to clients with emotional, developmental and psychological disorders.
* Assisted in the completion of ADLs (Activities of Daily Living)
* Attended client’s scheduled appointments and participated in advocacy meetings with client.
* Maintained appropriate documentation of all encounters with client for billing and accountability.
* Encouraged client’s participation in various social activities to enhance social skills development.

\*\*REFERENCES UPON REQUEST\*\*