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## **EXPERIENCE**

### **AETNA, Inc.**

#### **Manager, Learning Services - National Care Management, 2010 to present**

Manage a staff of up to 15 clinical and non-clinical trainers for National Care Management (NCM) Learning & Performance organization.

- \* Oversee design, development, and delivery of performance-based training for new hires and existing staff in our Care Management areas including Case Management, Utilization Management, Disease Management, and Women's Health.
- \* Redesigned new hire training increasing on-the-job learning opportunities, incorporated NCM organization's strategy and mission, and promoted efficiency within learning service department.
- \* Using a consultative approach developed training calendar to better meet National Care Management needs. Execute multiple simultaneous new hire training sessions to meet business needs of NCM management.
- \* Collaborate with NCM management and Quality Management to identify training needs and develop solutions to improve staff performance.
- \* Provide support to various National Care Management committees, such as Policy & Procedure, Annual Employee Survey, and Case Management End to End.
- \* Revise reference or resource material for NCM staff improving consistency and ensuring current procedures.

#### **Care Management Nurse Supervisor - Patient Management Training, 2008 to 2010**

Oversaw day to day operations of training department to ensure accurate and relevant training for Case Managers, Utilization Review nurses, Care Management Associates and Medical Directors.

- \* Developed and implemented Level 2 training evaluations to improve new hire training program.
- \* Expanded cross-training of training staff facilitating department efficiency.
- \* Established lead roles within training staff improving annual employee survey results.

#### **Clinical Training Consultant - Patient Management Training, 2005 to 2008**

Taught newly hired nurses the process, responsibility, and components of utilization review.

Developed and delivered performance-improvement solutions for existing utilization review nurses

\* Achieved 4.7 average on Level 1 training evaluation, based on 5 point Likert scale.

Developed knowledge of Aetna's Case Management program.

### **Utilization Review Nurse, 2001 to 2005**

Performed utilization review for group and self-insured members, geographically-based in the Northeast Region.

Identified appropriateness of admission, continued stay and level of care for members with HMO, PPO or Medicare Advantage plans.

Coordinated safe, individualized discharge planning for members geographically-based in the Northeast Region.

Complied to member's benefit plan, provider contracts, internal and external standards.

Pioneered workgroup to synthesize and compose consistent regional workflows among utilization review nurses.

Mentored new staff to utilization review role.

### **PHYSICIANS FOR WOMEN 1989 to 2001**

#### **Supervisor**

#### **Staff Nurse**

Provided care and education to patients to achieve their optimum health in the field of obstetrics and gynecology.

Assessed and triaged patients.

Preceptor/Mentor for new hires.

Supervised nursing and clinical support staff of approximately 20, 1993 through 1996.

\* Implemented morning team meetings resulting in operational efficiency and consistent delivery of process changes.

Coordinated staff monthly and daily schedules to meet needs of physicians and patients.

### **ADAMS LABORATORIES 1989**

#### **Pharmaceutical Sales**

Articulated features and benefits of pharmaceutical products to healthcare providers in new sales territory.

### **ST. VINCENT'S MEDICAL CENTER 1985 to 1989**

Staff Nurse Labor & Delivery Unit and Telemetry Unit

Mentored graduate nurses and new hires.  
Performed rotating charge nurse duties

### **EDUCATION**

B.S.N. Sacred Heart University, Fairfield CT, 2008

RN Nursing Diploma St. Vincent's Medical Center School of Nursing, 1985

### **LICENSE & CERTIFICATION**

Registered Nurse (RN) State of Connecticut, renewed annually since 1985, last issued 06/30/2011

Aetna Performance Management Certificate, issued: 02/27/2009

Aetna Talent Management Certification, issued: 01/15/2010

Cardio Pulmonary Resuscitation (CPR) issued: 09/30/2009