**LORI C. STEVENS RN**

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Northfield, CT 06778

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**PROFILE**

Many years of diversified nursing experience with an extensive background in discharge planning and home health care. Capable and experienced in all areas of intake, including case management, reimbursement, contract issues, community resources and marketing. Strong ability as a problem solver, resource person for staff. Organized, dedicated and caring. A self-starter and team-player.

**CORE SKILLS**

**REFERRAL PROCESSING CASE MANAGEMENT**

**MEDICARE/MEDICAID REGULATION KNOWLEDGE REIMBURSEMENT/APPEALS**

**PATIENT ASSESSMENT DISCHARGE PLANNING**

**SUPERVISOR/MANAGER OF ANCILIARY STAFF KEYBOARD/COMPUTER**

**PROFESSIONAL EXPERIENCE**

**Intake Coordinator, Home Health Aide Supervisor** Greater Bristol VNA 1/2009-2/2012

* Developed excellent relationships with referral sources—increasing number of referrals from targeted orthopedic groups and initiated early d/c planning prior to surgery/procedures.
* Worked with case managers to stream line referral process, authorization for services.
* Served as ongoing resource for all staff-nurses, therapists, home health aides and homemakers.
* Incorporated competency tool for home health aides in supervision visits for annual evaluations.
* Marketed agency to referral sources. Developed updated marketing material with IT person-new pamphlets , laminated information sheets with coverage map highlighted, information on Face-to-face regulation to educate referral sources and MD’s.
* Worked with Nursing and Hospice Supervisor on documentation needs and changes.
* Responded to documentation requests from CMS. Pursued Medicare Appeals to Administrative Law Judge hearings if needed, with majority of denials reversed- saving agency thousands of dollars.
* Educated and supervised an excellent team of home health aides and homemakers frequently praised and recommended by nurses, therapists, patients and outside community agencies.
* Able to multi-task as acquired many roles (especially when colleague “laid-off” 10/2011).

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**Case Manager: Post Acute** Health Net, Sheldon, CT 6/2008-1/2009

* Knowledgeable on 2008 Interqual Subacute and SNF criteria guidelines.
* Educated SNF staff on Medicare criteria and importance of early d/c planning.
* Case managed a total of 25-40 patients.

**Home Health Aide/Homemaker Supervisor** Greater Bristol VNA 6/2006-2/2008

* Recruited back to supervise and develop HHA/HM program.
* More than doubled the number of homemaker hours per week.
* Developed a detailed orientation program for home health aides and homemakers.
* Revised and updated documentation of activity sheets.
* Provided for increased speaker inservices for staff along with 4 hours of diabetic inservicing from a state funded program.

**Intake Coordinator** Greater Bristol VNA 1/1995-5/2001

* Developed position of Intake Coordinator after recruited to agency by Director of Clinical Services.
* Revised system for processing patient referrals and developed a coverage worksheet to process insurance specifics and authorization/contract information.
* Served as resource to other intake coordinators as department expanded. (Had taken position as a part-time position 22-28 hours. At the time that I left after birth of my second son, the department had grown to 2 full-time nurses and myself).
* Handled all 488 requests and Medicare appeals, assisted with TPL project.
* Marketed agency to referral sources, participated in presentations to area groups and clubs.

**Discharge Planner**  Bristol Hospital 8/1984-12/1994

* 10 years of experience as the only full-time d/c planner (other nurse had 20 hours) for the hospital that had a census of 250 patients in the mid-80’s to 125 patients in the 90’s.
* Worked closely with area VNA’s to facilitate early safe discharges.
* Served as a resource for MD’s, staff, patients, families and outside agencies.
* Served on the Professional Advisory Board for CCCI.
* Oriented Case Managers to D/C Planning role at change in model of care.

**Other Experience**

Charge nurse at an area SNF, Public Health Nurse at the Watertown VNA, Staff Nurse at Waterbury and St. Mary’s Hospital.

**Education**

Southern Connecticut State University, B.S. in Nursing with a concentration in Psychology.

**Licensure: Registration Number : E-40382 State: CT**