**SUMMARY OF QUALIFICATIONS**

* Accomplished professional with progressive career in clinical nursing and care management
* Experienced in managed care, acute care and insurance environments
* Proficient in Discharge Planning, Disease, Complex Case and Utilization Management
* Excellent supervisory skills mentoring and motivating employees to meet organization objectives
* Adept in change management implementation of workflow processes

**PROFESSIONAL EXPERIENCE**

**Kindred Park View Hospital Director of Case Management 2011-Current**

* Responsible for oversight of Case Management Department in 84 bed LTACH
* Developed processes to make Care Manager role more effective
* Improved quality, patient/provider satisfaction decreasing cost
* Enhanced care coordination providing quality of care and services to patients
* Administer Utilization Review Committee identifying improvements to affect change

**Boston Medical Center HealthNet Plan Springfield, MA 2005-2011**

**Supervisor, ACC/CM Select 10 Direct Reports Multiple Locations 2009-2011**

* Managed successful implementation of Complex Case and Complex Newborn Care Management Programs
* Recruited, interviewed, hired, trained clinical and nonclinical staff and developed processes in accordance with Plan, State and National guidelines
* Devised case audits and productivity metrics to monitor and evaluate the quality, timeliness and accuracy of department processes including preauthorization, inpatient reviews, discharge planning and care management assessments
* Successfully instituted Behavioral Health/Medical Interdisciplinary Clinical Rounds
* Established and implemented Medical/Behavioral Health Grand Rounds

**Medical Management Supervisor 11 Direct Reports Multiple Locations 2007-2009**

* Responsible for daily supervision and operation of the Clinical Care Management Team
* Monitor and evaluate quality, timeliness and accuracy of department processes
* Developed metrics including action plan as needed to assure compliance
* Successful implementation of Complex Newborn post discharge program surpassing corporate goal
* Active participant in user access/testing McKesson Care Enhance Clinical Management Software (CCMS)
* Springfield Regional Trainer conducting CCMS specialized training for staff

**Specialty Care Manager/Transplant Coordinator 2005-2007**

* Member advocate and facilitator coordinating care needs across the continuum
* Monitor hospital encounters providing education and interventions as appropriate
* Ensure appropriate utilization and consistent application of benefits
* Conduct clinical reviews onsite and telephonically applying Interqual Criteria
* Develop member individual care plan based on need by identifying health risk factors
* Partner with external providers assuring provision of appropriate services in alternative settings
* Developed Solid Organ Transplant Program identifying, coordinating and tracking of services for benefits and utilization management
* Collaborate with external healthcare providers for transplant services
* Clinical resource for healthcare services staff

**Baystate Medical Center Springfield, MA 2001-2005 Case Management Department RN Case Manager 2003-2005**

* Responsible for multidisciplinary coordination of care with inpatient population from admission through transition to next level of care
* Collaborate with clinical team, community resources and third party payers
* Maintain current knowledge and proficiency of MCAP and MIDAS criteria

**Post Anesthesia Care Unit Staff /Charge RN 2001-2003**

* Accountable for specialized medical and nursing of post-operative patients in 16-bed PACU
* Perform assessment, implementation, planning and evaluation of patient care
* Communicate directly with doctors, other healthcare professionals and families

**Holyoke Medical Center, Holyoke, MA Staff RN 1999-2001**

* Provide specialized nursing in 10-bed intensive care unit
* Responsible for management of ventilators, monitoring BP, cardiac output and ABGs
* Recognize life threatening arrhythmias and means of treatment for patients
* Specialize in care of pre/post-operative patients with extensive dressings, IV therapy and coordination of discharge planning on 30-bed medical/surgical unit

**Hampshire County Dialysis Center, Northampton, MA Staff/Charge RN 1998-1999**

* Provide hemodialysis for ESRD patients
* Function as primary care nurse for coordination of care for patients with emphasis on education
* Monitor patients’ laboratory results and adjust medications as appropriate

**RELATED WORK EXPERIENCE**

**Sanofi Diabetes Boston, MA Consultant**

Provide case management insight and perspectives to influence marketing, services and product decisions.

**Market, Metrx Blue Bell, PA Consultant**

Define challenges of therapeutic adherence and compliance associated with Crohn’s Disease

**Vertex Pharmaceutical Cambridge, MA Consultant**

Advisor in development of care management program for small molecular drugs for disease

management on hepatitis-C care from screening and diagnosis through treatment

**Massachusetts Hospital Association Burlington, MA Executive Assistant**

* Coordinate and prioritize daily activities of president’s office
* Interact on behalf of the president in sensitive member and employee relationships
* Interface and assist in preparation of board of directors, educational and annual meetings
* Provide research assistance for book publication and testimony to committees on health at state and national level

**EDUCATION**

CAMBRIDGE COLLEGE, Springfield, MA

**Master of Management, Healthcare Management**

AMERICAN INTERNATION COLLEGE, Springfield, MA

**Bachelor of Science in Nursing**

MASSACHUSETTS BAY COMMUNITY COLLEGE, Wellesley, MA

**Associate of Science in Secretarial Science**

**PROFESSIONAL LICENSE/CERTIFICATION**

REGISTERED NURSE

**State of Massachusetts #232156**

CERTIFIED CASE MANAGER (CCM)

**Commission for Case Management Certification #00100785**

BLS for Healthcare Provider

**American Heart Association**

**PROFESSIONAL AFFILIATIONS**

Member, Case Management Society of America

Member, Case Management Society of New England

Member, American Association of Managed Care Nurses