**Joyce A. Kuusela, RN, BA, JD**

350 River Road

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860-889-5168 home; 860-886-3916 cell

**PROFESSIONAL EXPERIENCE**

**WILLIAM W. BACKUS HOSPITAL,** Norwich, CT

2007-2012 **Breast Health Patient Navigator**

Co-developed proposal for a Patient Navigator Program to guide women with a

suspicious BIRAD 4 or 5 mammogram to a definitive diagnosis in the shortest amount of time possible; developed algorithms and medical protocol with the Breast Health Advisory Committee; met with women for educational, emotional and social support services and resources following cancer diagnosis; acted as a resource throughout the continuum of care for breast care treatment; coordinated bimonthly Multidisciplinary Breast Tumor Board for discordant cases; along with the Multidisciplinary team followed NAPBC standards in order to meet accreditation as a Comprehensive Breast Health Center;

2005-2009 **WILLIAM W. BACKUS HOSPITAL,** Norwich, CT

**Case Manager**

Directly responsible for the day-to-day implementation and operations of the Connecticut

Breast and Cervical Cancer Early Detection Program; liaison to the State of Connecticut

Department of Public Health; determined client eligibility; educated clients regarding

importance of screening; ensured case management services were offered and provided to

those clients who had abnormal results; navigated clients through the health care delivery

system; obtained, coordinated, and submitted complete and accurate patient data for

services rendered; developed and maintained computer and manual client tracking;

assisted in the coordination of the financial mechanism for reimbursable services;

attended all required DPH sponsored meetings and training sessions.

2006-2007 **HAVEN HEALTH CENTER OF JEWETT CITY,** Jewett City, CT

**Supervisor—Long Term Care Facility**

Supervised licensed and certified personnel on designated shift; responsible for proper care, medication delivery, safety and comfort of all residents under the care of each individual charge nurse; responsible for all admissions on designated shift, including proper transcription of orders and notification to facility physician on call; responsible for notation and replacement of next shift call-outs for both licensed and certified personnel; supervised proper completion of accident/incident reports whenever an unusual occurrence or accident happened within facility or facility grounds; responsible for true logging and distribution of narcotics according to facility policy; assumed independent responsibility for documenting disciplinary concerns for licensed personnel on designated shift; attendance at facility in-services; adherence to JCAHO and OSHA State regulations.

2002-2005 **NEIGHBORHOOD HEALTH PLAN OF RHODE ISLAND,** Providence, RI

**High Risk Case Manager**

Redevelopment and institution of high risk prenatal case management program; development of department newsletter; coordination of care for prenatal population; intensive case management for identified high risk prenatal individuals; calculated cost savings by redirecting member to a more appropriate care setting; communicated with ancillary departments to meet individual member and provider needs; met department and regulatory standards; responsibility for professional development and meeting professional competency requirements; participated in department continuous quality improvement activities; provided case management cross-coverage, when needed; on-site Utilization Review at Women & Infant’s Hospital.

1998-2002 **COLONIAL COOPERATIVE CARE, INC.,** Norwich, CT

**Case Manager**

Development and institution of case management program; negotiated rates for services with non-contracted providers; provided review, authorization, and coordination of inpatient and outpatient medical and diagnostic services—prospectively, concurrently, and retrospectively; acted as a resource to providers concerning medical necessity and appropriateness guidelines, case management and discharge planning; promoted compliance with clinical guidelines and treatment protocols adopted by Colonial Cooperative Care; participated in provider education activities; began development on a Patient Advocacy program; proficiency in Milliman & Robertson and Interqual criteria.

1998-1998 **UNITEDHEALTHCARE,** Glastonbury, CT

**Care Coordinator**

Performed prospective, concurrent, and retrospective reviews according to appropriate guidelines; evaluated patient health needs, insuring they were met, through consultation with patients, physicians, and other health care providers; assessed and coordinated discharge needs, utilizing appropriate agencies; implemented case management criteria for members with advanced health needs to assure they received appropriate care, services, and education; acted as a resource for non-medical personnel; proficiency in Milliman & Robertson and Interqual criteria.

1976-1998 **OB-GYN SERVICES, P.C.,** Norwich, CT

**Registered Nurse**

Coordinated all aspects of obstetrical nursing care for patients of a seven physician practice; interviewed, counseled, and taught patients concerning their obstetrical care; carried out antenatal check-up in the physician’s absence; extensive telephone contact for patient advice and problem-solving; maintained and ordered office supplies and equipment.

1972-1991 **WILLIAM W.BACKUS HOSPITAL,** Norwich, CT

**Staff Nurse (per diem) Same Day Surgery Unit** (5/88-5/91)

**Staff & Charge Nurse: Medical-Surgical Unit; Hemodialysis Unit** (6/72-6/75)

**EDUCATION**

**ROGER WILLIAMS UNIVERSITY SCHOOL OF LAW,** Bristol, R.I.

**J.D., 1997**

Trained in Alternative Dispute Resolution, Legal Interviewing, Advanced Legal

Research, Westlaw and Lexis Computer Legal Research Programs

**EASTERN CONNECTICUT STATE UNIVERSITY,** Willimantic, CT

**B.A./Sociology, 1992**

Dean’s Distinction

Trained in Methods of Social Research, including Statistical Analysis; Computer Literacy

**WILLIAM W.BACKUS HOSPITAL SCHOOL OF NURSING,** Norwich, CT

**Diploma in Nursing, 1972**

The Charles A. Saxton Scholarship Award in Nursing; Class President

**TEACHING**

**QUINEBAUG VALLEY COMMUNITY COLLEGE,** Danielson, CT

**Adjunct Faculty; Community and Professional Learning**

Taught Certified Nursing Assistant Course for several semesters; prepared students for work in skilled and long-term care facilities

**CERTIFICATIONS**

Certification as Legal Nurse Consultant—CLNC (6/00 through 8/09)

Certification in Professional Utilization Review--CPUR (9/99 through 6/11)

Certificate as Breast Health Patient Navigator--CBHN (9/07 through present)

**LICENSES**

Connecticut RN License ( #E34134 )

Rhode Island RN License (#RN34591)

**References Available Upon Request**