CHRISTOPHER D. FLANAGAN, MS, RHIA, CHC, CCS

🏠 Bonham, TX 📞 972.743.1810 ✉ cdflanaganconsulting@gmail.com in christopher-d-flanagan

Compliance, Training, and Process Optimization Leader

Highly-versatile, strategic Director with 20+ years of proven achievement promoting data quality, generating cost savings, increasing coder effectiveness, and reengineering processes. Proven ability to identify and remediate process gaps, address risks, drive policy development and strategic planning, and ensure best practices in complex systems. Natural leader and collaborative team player adept at measuring and improving team performance, coaching and educating diverse groups, and guiding programs and projects aligned with company needs.

CORE STRENGTHS

Compliance	**Vendor Partnerships**	**Tool Development**
Budget Acumen	**Team Leadership**	**Build/Buy Decisions**
Instructional Design	**Training & Coaching**	**Dashboards & Reporting**

PROFESSIONAL EXPERIENCE

CHRIS FLANAGAN CONSULTING, LLC   2020-Present
Hospital HIM and Coding Consultant
Provide hospital inpatient and outpatient coding compliance and operational subject matter expertise, DRG auditing, and Expert Witness services to hospitals, consulting firms, and law firms.

TENET HEALTHCARE CORPORATION   2000-2020
Senior Director, Coding Education and Process Optimization 2018-2020
Introduced policies, best practices, and guidelines to promote coding quality and effectiveness. Articulated defined coding performance targets and removed barriers to coding improvements.

- Secured $1.5M+ in DRG revenue using R to parse issues by device, issue, and facility and deliver reports to facility managers for review and correction.
- Led development of tools and optimized resources to drive operational efficiency across the corporate coding program.
- Created and led training and education programs for 500+ coding and clinical documentation staff.
- Improved the adoption of 3M 360 Encompass, a computer-assisted coding solution, by training coders on maximizing the solution, publishing CAC scorecards, and illustrating each coder's performance.
- Drastically reduced spinal fusion coding errors by creating a course, narrating an education session, and working with coding managers to provide coaching for coders.

Vice President, Compliance Oversight & Monitoring 2017-2018
Senior Director, Compliance Oversight & Monitoring 2016-2017
Senior Director, Health Information Management Compliance 2013-2016
Senior Director, Coding Compliance 2007-2013
Expanded oversight rapidly between 2007 and 2017, rising in both role and responsibility. Maximized capabilities and effectiveness of Tenet's Corporate Compliance Program's auditing and monitoring functions.

- Partnered with technical teams to lead a $200K project that saved $1.5M/year by delivering an in-house solution that avoided software licensing fees and accelerated billing processes.
- Owned ICD-10 preparation across the hospital coding workforce and oversaw all coding, billing, and privacy quality/compliance activities including stakeholder reporting.
- Coordinated with audit leads to standardize a top-level reporting overlay connecting hospital executives with clear audit metrics, scoring, and reporting.
- Met Tenet's "Corporate Integrity Agreement" and internal "Compliance Charter" requirements by leading investigations of potential issues with applicable legal counsel and the Chief Compliance Officer.
- Proactively avoided problem areas by publishing detailed annual auditing and monitoring plans.

Regional Coding Compliance Director 2000-2007
Strategized and executed compliance leadership and consultation for region hospitals with oversight of compliance auditing and monitoring of coding practices resulting in appropriate reimbursement.

- Executed all phases of record review, leading training and education sessions to improve coder performance and eliminate risks.
- Proposed operational changes, providing thought leadership with feedback and recommendations for process improvements.

ST. JOSEPH HEALTH SYSTEM – HUMBOLDT COUNTY   1999-2000
Director, Health Information Management
Led Medical Records operations for two hospitals, bringing St. Joseph back into compliance with HCFA, DHS, and JCAHO compliance.

Additional engagements include: **Manager, Coding and Data Quality** at Mission Hospital Regional Medical Center, **Coding Supervisor** at Irvine Medical Center, and **Quality Management Data Analyst** and **Coder** at Mission Hospital Regional Medical Center

EDUCATION & CREDENTIALS

MS in Health Care Administration, California State University, Long Beach
BA in Humanities, University of Southern California
Certification in Healthcare Compliance (CHC), Health Care Compliance Association
Registered Health Information Administrator (RHIA), American Health Information Management Association
Certified Coding Specialist (CCS), American Health Information Management Association
AHIMA-Approved ICD-10-CM/PCS Trainer

PUBLICATIONS & PRESENTATIONS

Presented at local, state and national HIM conventions, including AHIMA in 2004 and 2009
Published in Advance for HIM Professionals and Compliance Today