Kimberly Mosley

Lancaster, TX

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214-564-1943

**Work Experience**

**Patient Access Specialist II**

CHILDREN'S HEALTH - Dallas, TX

April 2017 to Present

Pre-Registration Patient Registration (Bedside) Insurance Verification Light Scheduling

**Front Desk Agent**

**Hampton Inn & Suites (Dallas/Cockrell Hill)**

May 2018 to Present (Sat/Sun 7am to 3pm)

Run Housekeeping Reports

Assign Rooms for housekeeping staff

Check In/Out guests

Money handling

Consistently provides great customer service

**Customer Contact Representative**

Army & Airforce Exchange Service - Dallas, TX

September 2017 to March 2018

**Manager, Access Services - Emergency Department**

Baylor University Medical Center Dallas

October 2007 to March 2017

Currently managing a team of 38 professionals. This includes 2 Supervisors and 2 Coordinators and 34 Registration staffs. Duties include: Ensuring operations are running smoothly with the Access Services team in the Emergency Department Monthly Rounding with team members to increase awareness of performance and boost staff to maintain consistency and/or show improvements in reaching departmental goals Implemented daily shift huddles Established the process of Daily Shift reports Standardized new hire training Implemented a rewards and recognition program that increased morale and performance Analyzed daily and monthly reports to confirm that policies and work flows are being followed All other duties as required

**Patient Registration Manager - Emergency Room**

Parkland Health & Hospital System

December 2004 to September 2007

Oversaw the daily operation of the emergency room patient registration team, managing a staff of over 70 employees. Responsibilities included managing the activities of teams in the following areas: Emergency Registration Labor & Delivery Triage OB Intermediate Care Center Psychiatry ER MRI & Radiology Discharge Cashier Pharmacy Cashier Insurance Verification Specialists Designed and implemented the following: Procedures for Section 1011 Coverage for registration staff Procedures for Search America & McKesson applications Procedures to control timely registration of patients, reduced registration errors, and increased the quality of customer service. Analyzed daily and monthly reports to confirm that policies and procedures, as well as departmental goals are consistent with the mission of the hospital. Monitors overall staff performance while actively involved in employee performance improvement.

**Certifications/Licenses**

Certified Healthcare Access Association (CHAA) Certification