**Jamie Francis, LMSW, CCM**

**Licensure & Education**

**Licensed Master Social Worker** (Texas License # 56213**)**

**Certified Case Manager**

University of Texas Arlington - Master of Science Social Work

Emphasis: Community Practice involving Behavioral Therapy

Texas Woman’s University – B.A. Sociology

Emphasis: Diverse socialization & research

**EXPERIENCED CASE MANAGER / SOCIAL WORKER**



Proven experience in management, documentation, building community support, key coalitions and strategic interagency relationships. A broad knowledge of understanding people, with the ability to be detailed oriented and recognizing trends in the industry of philanthropy. Proven leadership skills, working with professionals, individuals and groups, both locally and internationally. Proficient in writing and with process models and coordinating successful collaboration amongst organizations, professionals and community based programs.

**CAREER STRENGTHS**



Management

Organizational skills

Budget Planning

Proficient writer/documentation

Strong work ethic

Excellent coordinator/communicator

Motivated

Leadership professional

Working with diverse groups

Volunteer work

**CAREER EXPERIENCE**



**Select Specialty Hospital Dallas (LTACH) July 2017 - Present**

**Case Manager**

Assess patient and families to coordinate care, provide support, and implement a smooth transition from one level of care to another. Responsible for managing and directing a patient focused clinical plan of care developed and implemented by a team of professionals that improves quality of life and leads to a safe and timely discharge. Performs verification of utilization criteria reviews, builds relationships and coordinates with payor sources to assure proper reimbursement for hospital provided services, promotes costs attentive care via focus on resource management within the plan of care.

**Kindred Rehab/Methodist Rehab Hospital Apr 2015 – July 2017**

**Case Manager**

Perform assessments on all new patients discussing the rehab process, schedules, plans and conferences. Manage the delivery of patient services in congruence with physicians regarding contracts, DRG, utilization review meetings, risk assessment and management. Leading and organizing team conference meetings and presenting overall data analysis to the team. Communicate to the senior team barriers, risks, and prevention to hospitalization. Demonstrate critical thinking and problem solving skills. Ensure that financial and clinical resources are appropriated efficiently. Provide insurance updates and mitigate / negotiate insurance authorization according to medical necessity. Assure discharge planning goals are developed, reviewed and modified at each team conference and discussed with the patient/family. Function as liaison to referral sources and outside agencies. Monitor safety trends in the healthcare and suggest enhancements or changes. Lead and coordinate meetings, in-services and educational programs.

**Texas Scottish Rite Hospital for Children Apr 2012 – Apr 2015**

**Master’s - Social Worker II**

Manages and organizes caseloads comprised of medically and culturally diverse families in the United States and clients from foreign countries who need medical assistance and treatment. Coordinate discharge planning, referrals and resources to the appropriate individuals groups and/or community agencies. Verify Medicaid and private insurance to coordinate care. Document all activities associated with all clients, maintaining detailed records and documentation of client’s activities as it relates to treatment and funding of each individuals medical necessity and keeping with HIPPA compliance and departmental standards. Meets with and assist families and patients by completing comprehensive biopsychosocial assessments, in which, identifying appropriate resources and referrals are pertinent. Organize housing, meals, and transportation for international families and assisting them with obtaining all relevant government documents including Visa and coordinating travel for clients in countries abroad. Engage with hospital donors to find the appropriate family/group/organization to distribute financial assistance, goods and services to deserving entities according to particular organization objectives. Interview and allocate funds to qualifying individuals according to department standards. Volunteer at hospital functions internally and externally.

**Community Connection Home Health Aug 2008 – Apr 2012**

**Director of Social Services**

Supervise daily duties of office and field staff and conduct weekly meetings. Provide psychosocial assessments analysis, counseling, and referrals to meet the needs of clientele. Facilitate interdisciplinary team meetings with physicians, case managers, facility staff, patients and family members. Creation and implementation of departmental quality measures, data analysis, and improvement procedures. Oversee and perform risk management assessments. Work with affiliated agencies, such as counselors or other insurance agencies, and act as an advocate and liaison between patients and the agencies that provide care. Document and oversee the delivery of services provided to meet policy requirements and standardization. Work with local civic leaders and non-profit agencies to provide and educate their constituents about community resources and services. Conducted budget reports for shareholder and other office management to insure business metrics are being met and servicers are being provided in an efficient and cost effective manner. Provided supportive and effective feedback to team members about performance.

