**Tedra (Teddi) L. Williams, BS, RN**

**MSN/MLS in progress**

**CPHQ in progress**

**“Quality drives Revenue”**

teddi4020@yahoo.com

214.437.6962 H 866 Astaire Avenue

214.437.6962 C Duncanville, TX 75137

***Veteran Status:* Gulf War/Desert Storm**

*Gaps and overlaps in employment are due to being a military family with frequent relocation, opportunities for pursuing education and caring for ill loved ones\*Diverse nurse opportunities due to military spouse frequent deployment/travel\**

**Licenses/Certifications**: Current CPR and ACLS

Oklahoma: LPN 37115 09/27/1995 03/31/2020 RN License # 101048 11/29/2010 03/31/2020

Texas LVN 207746 01/04/2007 03/31/2020 RN License #799257 11/29/2010 03/31/2020

**SMQT-Certified and QIS-Certified**

**Work Experience (10 years+):**

**Director, Clinical Program Development**

**(Primary Care, Ambulatory, ACO)** 05/2018 – Present

Family HealthCare Associates, Inc. (11 Primary Care Office in the DFW area)

I am charged with the development of program that assist with reducing physician stress, enhancing the level at which LVNs and MAs work by creating education and practice management programs for them (such as scribing), and overall creating a better environment for physicians to have better patient engagement which lead to better patient outcomes. In this role, I am responsible for clinical excellence and P & L with a budget is $2.5 million for 11 family medicine clinics, four nurse managers (LVNS), 140 employees (LVNS, MAs, float team, call center) which also includes interaction with Accountable Care Organizations (ACOs) that focus on how well our providers care for our patients with the expectation of profits sharing and value-based payments.

In six short months, I have created a call center, with nurse triage line which allows for the nurses and medical assistants in the office to focus on patient care and assisting the providers with patient flow, quality, and procedures (skin tag removals, suture removals, etc.). This has had an increase in provider visits of 15% which is additional revenue and profit sharing, and an overall decrease in the patient telephone call abandonment rate from 36% to 2%, with an overall Press Ganey® patient satisfaction rate and ranking of 90 to 94% which is the 4 and 5 star level.

**Chief Nurse Health Care Consultant**

**(long-term care, acute care hospital and ambulatory)** 03/1999 – 10/2018

Alliance Health Services & SafTFirst, TX, KS, OK

*Assessed, trained, created and updated policy and procedures, staff education in hospital, acute care, behavioral health and ambulatory care. Conducted mock surveys in long-term care, acute care hospitals, ambulatory practices and hospice organizations. Evaluated business operation practice and care delivery models working hand over hand to implement change management activities to improve quality of care, improve patient/client experience, improve provider engagement and productivity, maximizing revenue, driving quality and provided on-site support for direct care staff and leaders, such as the COO, CNO and often the CEO.*

*Presently, I am Charged with the assessment of performance and identification of opportunities for improvement and practice transformation. As the Manager, I drive support customers and internal teams by providing timely and accurate status updates on assigned customers and routing questions and concerns to the correct resource for resolution as well as act as the escalation point for customer service issues relating to long-term care in rural areas, primary care and tertiary care in rural health clinics, community health centers and behavioral health practices*

*(Only female Keynote Speaker at the Louisiana Primary Care Association Annual meeting on quality and documentation for community health center providers since 2009)*

\*Permanent residence, last duty station of military spouse

RN **Consultant/Health Risk Adjustment Provider Educator** 02/2016 to 12/2016

Aetna, Inc.,

*Educated providers, practices, academic center systems, behavioral health and psychiatric facilities along with health care network organizations regarding The Affordable Care Acts’ exchange products and their patients/members’ health risk scores in a way that assisted providers practice transformation, care coordination, utilization management and managing population health. Guide, consultant and assist providers (individual, large health care practice, academic health care systems and specific specialty providers in reducing patients risk adjustment scores, enhancing practice transformation and leveraging population health practice functionality in North Texas. Built rapport with providers, discharge planners, intensive out-inpatient program managers (behavioral health, substance abuse and behavioral health), care coordinators and staff to conduct chart reviews to ensure ICD-10 coding is rated and scored at 90% accuracy or better, the coding is at the highest level of specificity and utilization criteria was followed accurately. Researched and compiled data relating to risk adjustment gap scores, provided data mining to providers translating consultative educational opportunities into to better patient-provider relationships, effective utilization coordination, and return on investment of the Affordable Care Act exchange program. Supported the proactive, multidisciplinary team approach directed toward prevention, education, health promotion, utilization management techniques and practice transformation acting as the educational resource for providers, provider offices/practices, and hospitals.*

\*Aetna pulled out of the exchange product in Texas deeming my position obsolete

**RN Triage Specialist, Case Manger & Social Services Manager** 03/2016 – 03/2017

HospicePlus, Palliative and Hospice Care Services

*Worked in the capacity as the manager surrogate for all after-hours, weekend and holiday decision making for care coordination: Verification of benefits (Commercial insurance, Medicare, Medicaid, Self-pay, and unfunded status) and admissions to the different levels of care for hospice and palliative care, as needed visits, pronouncements, revocations and ultimately pronouncements for 15 offices throughout Texas. Received and initiated communication with referring and attending physicians, hospitals, skilled nursing facilities, assisted living facilities, Geri-Psych units, and psychiatric hospitals with other hospice teammates (DOO, AVP Marketing, marketers, RNs, FNPs, Social Workers and Chaplains) along with other agencies for optimal care and use of resources for actual and prospective patients. Worked closely with marketing team on message branding and hospice 101 presentations to hospitals, long-term care (other facilities), and families to present all information about benefits of palliative care and hospice services. Reduced unnecessary hospitalizations and ER visits during after-hours and holidays by high-level assessments of callers' symptoms, prioritization of calls, delivered support, education and advisement to patients or families in treatment and management of symptoms along with rendering aid by a face to face nurse visit to evaluate the patient’s current situation. Assessed, trained, created workflows and job aids for new triage staff as well as staff in the field. Advised field staff on policy and procedure after hours, on the weekend and holidays along with managing HomeCare HomeBase, point care click electronic medical record workflows for engaging patient portal and initiating visits with various population (pediatrics to adults to geriatrics) groups and at different times during the patient’s life span. Assisted Regional RN Educator with mock surveys and chart reviews.*

*(Instrumental in increasing profits by reducing ER visits and reduced risk and loss margins; created the SBAR tool to be dually functional for clinical as well as for marketing-recognized at the National Retreat for Most Innovation November 2016 in Hospice for the creation of that tool)*

\*Layoff of 20 nurses inclusive of my position

**Night Charge Nurse** 06/2015 – 10/2015

Sam Rayburn Memorial Veterans Center—Bonham CLC, Bonham, TX

*As the Night Charge Nurse in federal veteran-centered long-term care setting:*

*I was the charge nurse and oftentimes the lead night nurse charged with completion of assessments, interventions, communication and education of other nursing staff and ancillary staff, making assignments for patient care, assessing skill competence of staff under my leadership and in collaboration with working as a team to give competent, dignified, respectful veteran-centered care to the residents of the Bonham CLC. As a regular part of my role and function, I communicated with the House Supervisor about any changes that needed a higher level of care along with communicated with the Dallas VAMC ER physicians/attendings after-hours to using SBAR collaborative communication tool confer with and convey change in patient condition requiring further orders and care modalities. It was also within my scope to I prioritize work flow and foster team work using the nursing process and critical thinking combined with leadership.*

\*Had emergency surgery requiring me to unfortunately vacate the position

**Facility Administrator** 11/2014 – 04/2015

Fresenius Dialysis, Dallas, TX

*Charged with the clinical, educational and operational direction and success of a 20-year dialysis facility. Led a team of 30 direct care staff providing dialysis and care coordination to 157 chronic kidney sufferers. Reviewed profit and loss data, eliminated barriers impacting revenue, improved patient experience, quality, efficiency, utilization management (reducing ER visits, hospitalizations and eliminating gaps in service) to include appropriate and effective psych-social programming and safety practices. Co-chaired and directed Behavioral Health Committee and QAPI with medical directors and ICD-9 to ICD-10 transition committee working closely with medical director, social workers, dietician, I.T. Vendors, corporate education specialists and direct care teams. Conducted monthly audit, trace activities and mock surveys for early detection of potential or known threats impeding positive patient-centered care outcomes through a tier process. Developed and monitored action plan with care teams and the regional operations director.* (157 patients, 40 dialysis chairs, ranked 19 nationally and patient satisfaction score of 93/100, implemented “huddles” that resulted in more cohesive team work and performance improvement under my tenure)

\*Became fulltime caregiver to military spouse

**Nurse Consultant and Nurse Investigator (Road Warrior: TX, OK, LA, NM, AR)** 12/2012 – 3/2014

Centers for Medicare and Medicaid Services (CMS), Division of Survey & Certification

*Charged with conducting surveys, certifications, recertification, and investigated complaints in long-term care, behavioral health, acute care hospitals and hospices. Prepared for each activity by researching quality indicators, life safety and quality of care deficiencies. Participated in pre-survey preparation to conduct quality of life and fiscal accountability investigations of health care entities providing care to Medicare and Medicaid recipients in hospice, surgical centers, hospitals, federally funded community health centers, inpatient psychiatric hospitals and long-term care organization. Compiled and aggregated findings creating a 2567 (list of deficiencies) ranging from no deficient findings to immediate jeopardy (potential for harm or actual harm to beneficiaries) as it is each facility's goal is to achieve a 5-star CMS rating-the highest level of meeting or exceeding quality CMS health care delivery to clients* (conducted 154 surveys, 47 resulted in Immediate Jeopardy for pain, psychotropic medication, and facility acquired pressure ulcers)

\*Spouse became ill with previous deployment

**Corporate Occupational Health Nurse Consultant** 12/2011- 12/2012

Texas Instruments, Dallas, TX

*Supported the corporate business teams (100 corporate members out 10,000 national employees) in one of the oldest, most respected technology and manufacturing organizations by partnering with each group manager to provide and enhance optimal health and wellness, reduce workplace injuries, illnesses working with environmental safety division, assessed and coordinated accommodations for those with behavioral health issues. Assisted with business units with understanding and managing health benefits to include family medical leave, short-term leave and long-term leave working in tandem with Health and Benefits Department.* (Developed wellness and health programs to assist with weight reduction, “Walk IT Out”, Chaired nursing internship program)

\*Opportunity to work for the Centers for Medicare and Medicaid Services as a Nurse Consultant/Nurse Investigator

**Director & Manager of Clinical Program Development** 09/2008 – 11/2011

University of Oklahoma, School of Community Medicine, Tulsa, OK *Developed, managed and directed the pipeline of health care delivery service lines inclusive of ambulatory and specialty care out-patient services to psychiatric service line across the continuum of life with emphasis on Behavioral Health and Geriatrics to out-patient surgical centers and urgent care. Worked closely with the university president, dean of the college of medicine, physician advisory group and quality improvement department to build out and expand primary ambulatory care facilities and specialty care facilities to provide services in urban and rural communities in northeastern Oklahoma. Networked with like-missioned organizations, managed care organizations and the state's Medicaid authority to leverage resources to improve point of care access to health care, eliminated gaps and challenges yielding decreased health risks for populations identified to have a potential for gaps in service and high utilizers of ER services. Hosted and conducted community health fairs with other health service organizations, worked closely with CFO, Public VP of Quality and VP of Patient Safety & Risk leading to accreditations. Assisted the Quality Improvement Department with gaining readiness for The Joint Commission Accreditation of the Impact program (out-patient behavioral health program) and worked hand over hand with the staff regarding overall survey readiness to include state and federal surveys.*

(Co-Founded and Chaired the McLain Foundation introducing students to health careers creating 35 summer jobs for high school students (Fifty-two (52) direct FTEs, 259,000 episodes/annually with fiduciary responsibility of $20 Million budget, Named by Tulsa Business Journal “Healthcare Champion”-only nurse and only women out of the seven recipients, named by Tulsa People Magazine, “Top Ten Change Agent”, Named President's honor for Collaborative Networking, published co-author Journal of American Pharmacists Association)

\*Relocated with military spouse

**Registered Nurse Care Manager-Palliative Medicine & Hospice Services**  08/2010 – 08/2011 & 08/2008 – 08/2009

VistaCare/Odyssey/Gentiva Hospice, Dallas, TX *Directed care services to those at the end of life transition and those in palliative care treatment facilities, educated providers and other health care organizations about the benefits of hospice and palliative care, removed the veil of myths related to hospice and palliative care during lunch and learns and dinner and dialogue while caring a case load of clients.*

(First nurse to implement after hours on call other than 7 on/7 off schedule, Hospice Nurse of the Year) \*Continued to work concurrently for this organization even while relocated to another state with military spouse

**Corporate Clinical Quality & Regulatory Case Management Consultant** 07/2007 – 01/2009

Southwest Health Services (three sites, North & West Texas)

*Care managed behavioral health home health patients and patients with CHF, CAD, Neuropathic and ALS, as well reviewed findings of audits, trace activities and other finding through conducting mock surveys in care coordination of services, liaised with teams to identify barriers, improved opportunities to work with each member of the team from the front office person to each direct care provider inclusive of the medical directors, nurses and other ancillary staff as it pertained to clinical documentation affecting care (utilization review and management), quality and revenue* (Received recognition for Education in Corporate Quality Champion)

\*Continued to work concurrently for this organization even while relocated to another state with military spouse

**Nurse Service Member Care Coordinator (remote & field)** 10/2007 –09/2008

EverCare, United Health Group (MCO), Dallas, TX

*Participated in the launch of EverCare and coordinated care services and utilization management (including UM review) for 150 Medicaid recipients throughout Texas. Worked closely with the director to identify and improve education and performance of team members and clients related to pre- authorization, appeals, member service coordination for early detection of underutilization and overutilization for behavioral health patients across the life span. Collaborated with primary care providers on site, via web cam and hosted lunch and learn opportunities about the clients we shared and new managed care products to ease and enhance the practice visit for the member*

*(assisted Director in established training opportunities, team building and grand rounds to disseminate care coordination education among team members for more efficient work flows in coordinating care management, hosted on site lunch and learns and dinner and dialogue opportunities for MCO providers with patients and potential MCO physicians)*

\*Relocated to another state with military spouse

**Clinical Nurse Manager and Care Coordinator** 07/2004 – 11/2006

University of Oklahoma, College of Medicine, Tulsa, OK

*Led a team of 40 direct care staff inclusive of nurses, medical students, residents and providers to impact critical access to care disparities leading to the collaboration of a network of other practice administrators dedicated to enhancing patient outcomes, redesigning the patient visit, creating learning opportunities for rising health care providers to care for populations without health care coverage or the most minimal health care coverage. Worked closely with each college and school at the University of Oklahoma's Health Science Center-Tulsa to create patient-centered care. Implemented Lean Processes for Health Care providers which created project management opportunities for other managers and directors resulting in more efficient work flows, freeing up revenue to see more patients and getting them into patient centered medical home models of care and patient-entered care for those suffering with psychiatric issues; those dollars were also invested in electronic medical record software that worked for the patient and the clinician. Provided educational offerings and continuing education units for providers onsite and via telecom technology for the northeastern Oklahoma region. Assisted the Quality Improvement Department with gaining readiness for The Joint Commission Accreditation of the Impact program (out-patient behavioral health program) and worked hand over hand with the staff regarding overall survey readiness to include state and federal surveys.*

*(300,000 annual/episodes, 40 FTEs, fiduciary budget of 11 million/annually, received the Betty Peawardy Aware for contribution to medical student education, BlueCross Blue Shield Champion of Healthcare Recipient, National Health Service Corps Ambassador)*

\*Relocated to another city with military spouse

**Clinical Workforce Development Liaison** 07/2002 – 10/2004

Oklahoma Primary Care Association, Oklahoma City, OK

*Interviewed, recruited, mentored and vetted health care executives and provider-executives (CEOs, COOs, CNOs, physicians, nurse practitioners, physician assistants, dentists and behavioral health providers) to work in Health Professional Shortage Areas and Mental Health Professional Shortage area with the opportunity to benefit from state and federal loan repayment, loan forgiveness while working with some of Oklahoma's most progressive leaders and champion legislators committed to providing high quality health outcomes, increasing access to health care in urban and rural Oklahoma. Efficiently leveraged funding from the state, federal government and philanthropic partners. Networked with other organizations to provide educational offerings and continuing education units for providers onsite and via telecom technology*

*(increased federally funded clinics from 9 to 12 statewide, assisted with partnership between federal medical center and rural community health centers to see WW II veterans)*

\*Relocated to another state with military spouse

Staff LPN/LVN positions in behavioral health and psychiatric inpatient 08/1995 - 8/2010

OK, KS, TX, CA, Germany

*Contract nurse working in home health, hospice, med-surg units and behavioral health units as a military dependent*

US Army (Gulf War Veteran) 08/1989 – 12/1996

US CONUS and Overseas

**Education (C-Completed and In Progress-P)**

**In Progress (P):** Masters of Nursing/Masters of Legal Studies in Health Care Law

05/2021 University of Oklahoma, College of Nursing

University of Oklahoma, College of Law

**Completed (C):**

05/2002 Bachelors of Science in Community Health GPA 3.0

University of Central Oklahoma, Edmond, OK (completed-C)

05/2010 Associate of Applied Science in Professional Nursing GPA 3.5 Tulsa Community College, Tulsa, OK (C)

08/1994 Certificate in Practical Nursing GPA 3.5

Tulsa Technology School of Practical Nursing, Tulsa, OK (C)

05/1988 Academic Diploma and Certified Nursing Assistant GPA 3.9

Raymond Skylar McLain H.S. (now known as McLain H.S.), Tulsa, OK (C)

**Summary:**

*I am highly motivated and a keenly skilled healthcare nurse executive, Gulf War Veteran, nurse and RN of 26 years, licensed in two states with :Director, Unit Clinical/ Non-Clinical Director, Practice Transformation Management, Administrator, Charge Nurse in the following: Medical-Surgical hospital, Behavioral health and Geri-Psych inpatient, ambulatory, hospice, Care Coordination, Utilization Review and Management, Chronic Disease Case Management (Commercial, MCO, Medicare, Medicaid & Hospice) subject matter expertise , former Centers for Medicare and Medicaid Services nurse investigator/nurse surveyor, Accountable Care, and Health Risk Adjustment experience.  
  
 I can drive the successes of providers and their patients by improving patient experience, creating care coordination environments that reduce cost of care and integrate behavioral health programs that are mission-orientation, with attention to detail and quality outcomes from having 26 years of health delivery experience that is patient centric and team integrated giving the patient a holistic experience.  
  
I live by mindfulness and know that "Behind every NO, there is a Yes waiting to happen!"*

**Articles about work that I have done and been involved with:**

<http://www.japha.org/article/S1544-3191(15)31373-X/pdf>

<http://www.tulsapeople.com/Tulsa-People/July-2010/Change-agents/?cparticle=6&siarticle=5>  
  
<http://m.tulsaworld.com/archives/go-red-for-women-campaign-launched/article_ad655045-d040-5739-9d5e-d7c974c283b3.html?mode=jqm>  
  
<http://www.americanregistry.com/recognition/tulsas-health-care-champions/116848>

<http://www.tulsaworld.com/archives/residents-get-taste-of-north-tulsa/article_600857d9-dda0-5115-acfe-110170267197.html>

<http://www.tulsaworld.com/scene/walking-the-walk-they-aren-t-just-talking-the-talk/article_d2af76d9-2925-5fb0-9ddb-03cd7ace4b7d.html>

<http://newsok.com/article/3434671>

<http://www.tulsaworld.com/news/health/a-lasting-presence/image_1d3ee21c-74b6-50ee-8844-397c7d8a2516.html>

<http://www.tulsaworld.com/business/tulsabusiness/business_news/boon-to-north-tulsa-economy/article_3c9a7126-1a0f-5948-b3b1-459a45f9c423.html>