**Objective:**  
Astute and dedicated professional with more than 20 years of accomplishment-laden experience in all facets of care coordination and program management; coupled with strong background in healthcare consulting.  
Results-driven director and effective leader; expert at developing and implementing strategic plans, delivering solutions and improving patient care services to attain organizational objectives, maximize growth opportunities, and optimize company efficiencies.  
Proactive team player; exemplary ability to consistently drive positive results and provide impactful contributions to the organization.  
Articulate communicator; equipped with strong interpersonal skills in collaborating with top-performing teams while building long-term relationships with professionals of all business levels; with working knowledge of Spanish language.   
  
**Experience:**  
North Broward Hospital District DBA Broward Health, Fort Lauderdale, FL  
Director, Care Coordination and Maternal Child Programs Jul 2014–Feb 2019  
Provided leadership to daily care coordination activities, which comprised of 15 nurses and 3 supporting staff  
Thoroughly assessed and distributed daily census from four acute hospitals’ admissions and discharges from the Inpatient and Emergency departments; wherein outpatient has 68 reports from various insurance plans to identify care gaps, as well as care coordination for patients seen at nine Broward Health Primary Care sites for adult and pediatrics  
Led the establishment and execution of care coordination programs for diabetes, asthma, human immunodeficiency viruses (HIV) and acquired immunodeficiency syndrome (AIDS), congestive heart failure, hypertension, breast cancer, and maternal child throughout Broward Health for multiple grants, county, and state contracts  
Effectively manage healthy start, healthy families, and nurse family partnership programs which were all grant funded for high-risk pregnancies  
Administered kinship cares initiative program focusing on kinship relationships of children, whose parents were no longer involved in their care to ensure caregivers and children remained out of the foster care system and accessed their health care needs  
Observed strict adherence to healthcare effectiveness data and information set (HEDIS), quality metrics, the State of Florida, joint commission, and government standards and regulations  
Oversee the medical management of patients living with HIV and AIDS through implementation of a county grant, Ryan White Medical Case Management program  
Notable Accomplishments:  
Increased overall quality measures by 20%, resulting in incentives and bonuses for Broward Health  
Strategically formulated a proposal for disease case management thereby recruiting two registered nurse positions to perform disease management for patients with HIV and AIDS; which led to the program’s adoption for over four years, as well as the program, policy, and procedures  
Received multiple awards for three consecutive years for pioneering health care improvement and cost avoidance programs  
Prevented over $10M in healthcare cost to patients with no ability to pay by diverting them out of the hospital and Emergency Room into the appropriate level of care  
Drove key initiatives toward the obtainment of the following:  
Accreditation from the American Association of Diabetes Educators, allowing the program and all nurses to deliver diabetes education to patients either one-on-one or in a group setting with revenues of over $250K annually; and  
Numerous grants to provide outreach and education to the community, such as sickle cell and colorectal cancer;  
Development of three digital video discs (DVDs) for the Creole and Spanish-speaking community on heart failure, diabetes, and peripheral vascular disease, ensuring access to care and understanding of chronic conditions   
  
Director, School Health and Disease State Management Programs Apr 2009–Jul 2014  
Spearheaded disease management programs and operated three school-based adult and pediatric primary care sites, at William Dandy Health Center, Lauderhill Middle Health Center, and Deerfield Beach Health Center with nurse practitioners and physicians located in Broward County, Florida and conducted three joint commission surveys, wherein each site passed the surveys with no recommendations or actions  
Partnered with school administrators regarding the contract with the State of Florida to provide physical examinations to children brought into protective custody  
Guaranteed strict compliance with Joint Commission on Accreditation of Healthcare Organizations (JCAHO) guidelines by carrying out Quality Improvement visits on a monthly visits  
Established, defined, and administered company policies and procedures throughout the centers for the standardization and improvement of center operations under the direction of the community health services vice president  
Rendered strategic leadership and mentorship to three center managers and offered necessary resources to meet the needs of patients and referring physicians  
Maintained active involvement in the following  
Creation, implementation, and management of a grant from Robert Wood Johnson and to Health Resources and Services Administration (HRSA) for kinship cares initiative; and  
Weekly grievance resolution and incident reports discussion, while addressing operational issues  
  
District Manager, Disease State Management Mar 1999–Apr 2009  
Initiated and executed Broward Health’s Disease State Management Program, a new demonstration project in the State of Florida for Medipass recipients, with chronic conditions such as diabetes, asthma, congestive heart failure, HIV and AIDS, maternal and child, and hypertension  
Administered documentation in accordance with HRS, Joint Commission, and government standards and regulations  
Took charge of planning, developing, and tracking operational budgets   
  
**Education:**  
Master of Health Services Administration, Florida International University, Miami, FL  
Bachelor of Arts in Social Work, Florida International University, Miami, FL   
  
**Skills:**  
Organizational Leadership ~ Healthcare Administration ~ Continuous Process Improvement   
Regulatory Compliance ~ Staff Supervision and Training ~ Policy and Procedure Development ~ Patient Relations   
  
**Additional Information:**  
Activities  
  
Committee Member:  
United Way – Health Impact Committee, 2010–Present   
Broward Regional Health Planning Council - Healthy Families Advisory Committee, 2015–2019  
Board Member:   
Broward County - Healthy Start Coalition, 2009–2019    
  
Chair:  
Florida Introduces Physical Activity Nutrition to Youth, 2008–2019  
Broward Healthy Start Coalition - Fetal Infant Mortality Review (FIMR), 2010–2016  
  
Technical Acumen  
  
Microsoft Office Applications (Excel, Access, Word, PowerPoint, and Outlook) NextGen Practice Management | Cerner (EHR)