

## Contact

Big Spring, TX  
mlg@sio.midco.net

[www.linkedin.com/in/mary-greenlee-62538328](https://www.linkedin.com/in/mary-greenlee-62538328) (LinkedIn)

## Top Skills

Healthcare Management  
EHR  
Meditech

## Languages

English

# Mary Greenlee

Interim CNO  
Lubbock, Texas

## Summary

### PROFESSIONAL ACHIEVEMENTS

Recommend Case Mgmt leadership changes, provide extensive mentoring to new leaders

Create/teach Case Escalation process, provide 1:1 mentoring

Audit the Case Mgrs reviews for integrity, opportunity and value

Within 6mo, increased employee retention 7.4%

Building and maintaining the electronic health record for a large health system

Managerial experience-supervising staff, time & attendance, corrective action

Quality data collection and reporting

Concurrent insurance reviews, discharge planning

Energetic, enthusiastic, detail oriented

Looking to advance career in healthcare administration-strategic alignment

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## Experience

### Scenic Mountain Medical Center

2 years 4 months

#### Interim CNO

June 2020 - Present (2 months)

#### ACNO, Case Management Director

April 2018 - Present (2 years 4 months)

Big Spring, TX

### Banner Health

#### Director Care Coordination

June 2017 - January 2018 (8 months)

Banner Thunderbird & Banner Estrella Medical Centers

Oversight of Care Coordination teams at multiples facilities strategic growth and development.; positively impact staff morale leading to effective staff retention; collaborating with other service line leaders adn community partners

to ensure safe yet timely discharge dispositions leading to length of stay management; leading facility meetings at both the corporate and facility levels; data analysis and metrics monitoring for productivity, budget management, & proper utilization of resources.

#### Banner Del E Webb Medical Center

##### Director Case Management

September 2015 - June 2017 (1 year 10 months)

Staff management; program growth and development; executive presence; data analysis & metric monitoring.

#### Banner Boswell Memorial Hospital

##### SR. RN Manager-Case Management

November 2014 - September 2015 (11 months)

Surprise, A

Staff management, monitoring metrics, addressing patient concerns.

#### SD Dept of Health

##### Nurse Manager - Region 5

March 2014 - October 2014 (8 months)

Sioux Falls, South Dakota Area

Oversaw 5 Public Health offices that offer the following services-WIC & Nutrition and Maternal Child Health programs, risk pregnancy case management, baby care case management, and state funded immunization program. Build and working relationships with other agencies that serve the same clientele that we serve such as local hospitals, clinics, department of social services, and city department of health. Mentor students from nursing programs, dietetics programs, medical schools, and residency programs.

#### City of Sioux Falls Board of Health/Falls Community Health Center

##### Governing Board

##### Board Member

August 2012 - October 2014 (2 years 3 months)

Sioux Falls, south Dakota

Assist with making recommendations to City Council on Public Health issues/concerns.

#### Avera Health System

##### RN Systems Analyst

October 2010 - May 2014 (3 years 8 months)

Involved in the build and implementation of the AveraChart and Electronic health record. Served as system expert in scheduling (SCH), Operating room management (ORM), and Quality/Risk Management (QM) modules of Meditech.

As Supervisor in Central Scheduling was responsible for supervision of staff and management of day to day operations in busy scheduling department.

As bedside RN, worked on Cardiopulmonary and NICU units providing direct patient care.

As an RN Case Manager/Utilization Review conducted concurrent insurance reviews, documentation quality assurance, and assisted with discharge planning.

### Select Specialty Hospital

#### Clinical Nurse Liaison

September 2008 - February 2009 (6 months)

Assess patients who had been referred to the facility for medical necessity.

### Avera McKennan Hospital & University Health Center

#### Case Manager

October 2003 - February 2009 (5 years 5 months)

Utilization reviews, discharge planning, CMS medical necessity verification for admission status. Worked collaboratively with interdisciplinary care teams which consisted physicians, chaplains, nurses, therapists, dieticians to ensure quality care and appropriate treatment. Ran statistical reports and analyzed data to ensure proper utilization of available resources.

### SVC-OB GYN LTD

#### Registered Nurse

March 2003 - November 2004 (1 year 9 months)

MB-3 Suite 301

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## Education

### University of South Dakota

Master's degree, Health Services Administration · (2009 - 2011)

### Mesa State College

Bachelor's degree, Registered Nursing/Registered Nurse · (1999 - 2002)

### Southeast Technical Institute

Diploma, Phlebotomy Technician/Phlebotomist · (1995 - 1996)