

## Contact

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www.linkedin.com/in/claieresantos  
(LinkedIn)  
asknursesantos.blogspot.com  
(Company)

## Top Skills

Healthcare  
Public Health  
Health Education

## Languages

Hawaiian Pidgin (Native or Bilingual)  
English (Native or Bilingual)

## Certifications

Certificate of Professional  
Development - Food Service  
Training

CDC Crisis & Emergency Risk  
Communication (CERC): Psychology  
of a Crisis, Messages & Audiences,  
Community Engagement,  
Spokesperson, Communication  
Channels, CERC Training

ADA Emergency Management &  
Preparedness: Inclusive Emergency  
Planning for Persons with Disabilities

Prejudice & Discrimination;  
Workplace Violence; Sexual Assault  
Prevention & Response; Active  
Shooter; Insider Threat; Impaired  
Practitioners

Emergency Preparedness  
for Federal Employees; Lead  
Coordinator; Case Management;  
Records Management

## Honors-Awards

Honorary Flight Nurse

## Publications

Triple Crown Adventure Racing

# Claire Santos MS RN NHDP-BC (KH6YO)

Healthcare specialist. RN. Journalism, medical writing & social media. National healthcare disaster professional. Public health & safety advocate & educator. Medicolegal consultant. Community volunteer.

Honolulu, Hawaii

## Summary

~My passion is in helping people sort through overwhelming amounts of information to find the most relevant, evidence-based facts they need for decision-making & action.

~ My commitment includes the support of robust public health awareness & education in the areas of disease prevention & management and disaster preparedness & response.

## Experience

### Various Companies

#### COVID-19 Response

January 2020 - Present (7 months)

Honolulu, Hawaii, United States

1. CDC Contractor: Senior Licensed Medical Officer (RN) (Caduceus Healthcare). Secondary & tertiary screening of international arrival passengers at the Honolulu International (Daniel K. Inouye) Airport CDC Quarantine Station.
2. Hawaii State Dept. of Health/Medical Reserve Corps: Volunteer social media curator for O'ahu Medical Reserve Corps and its COVID-19 Information Group. Public health education & health communication strategies. Community call center operation. Support services for isolation/quarantined individuals.
3. COVID-19 Task Force: City & County of Honolulu/Premier Medical Group: Volunteer primary screener and oversight at community testing sites (Waipio, Kaka'ako and the island of Moloka'i). Moloka'i Kupuna Care Screening Team.
4. Salvation Army/Amateur Radio Emergency Service: Volunteer at community food distributions. Ham radio communication traffic management. Call center operation for grant funding distribution.
5. 15K Face Shields Project/MRC: Volunteer team assembling face shields to be distributed to healthcare venues around the island.

Is Healthcare Creating an Opioid Addiction?

Endurance Exercise and Hydration

Pro-Choice: Unionization in Nursing

Medical Writing Fellowship for PharmD Professionals at Hamilton House

6. Training: Hawaii Red Cross: "Managing Non-Congregate Shelters in the COVID Environment." "Psychological First-Aid." "Returning to Work During COVID-19."
7. Training: WHO: "Intro to Go.Data Contact Tracing Database."
8. Training: CDC/ASTHO/NCSD: "Making Contact: A Training for COVID-19 Contact Tracers." "2020 Hurricane Season During COVID-19."
9. Training: Johns Hopkins University/Coursera: "COVID-19 Contact Tracing."
10. Training: Univ. Of Hawai'i/Hawai'i Dept. of Health: "COVID-19 Contact Tracing."
11. Fundraising: Raised \$590.00 for Hawai'i Foodbank via brief social media campaign.
12. Podcast: Guest on HPR's, "The Body Show," discussing contact tracing. 6/15/20.

<https://one.npr.org/i/878879174:878879176>

## Allclaire Health Communication LLC

Founder & President

September 2013 - Present (6 years 11 months)

Honolulu, Hawaii

Health communication, including healthcare journalism, medical writing, social media curation. Disaster preparedness, response, recovery & mitigation activities, including ham radio communication. Strong writing and editing skills and a passion for providing relevant, evidence-based information to the public.

## Allclaire Health Communication

Healthcare Advocate, Medical Writer, Blogger

2011 - Present (9 years)

Honolulu, Hawaii

Allclaire Health Communication and Ask Nurse Santos utilize multimedia communication channels to bring healthcare advocacy into a new era in nurse-patient relations.

By providing professional guidance, partnering with community resources, and collaborating with individuals and their healthcare providers, the mission of Ask Nurse Santos is to help people with obtaining and understanding the information they need to make informed healthcare decisions for themselves and their loved ones, whether during an acute crisis or for longer term healthcare needs.

The vision of Ask Nurse Santos is to enhance community efforts at achieving self-directed healthcare in a patient-centered model.

Email: asknursesantos@gmail.com

Facebook: [www.facebook.com/asknursesantoshi](http://www.facebook.com/asknursesantoshi)

Website/Blog: [asknursesantos.blogspot.com](http://asknursesantos.blogspot.com)

Twitter: @AskNurseSantos

Pinterest: Ask Nurse Santos

### Patient-Centered Outcomes Research Institute ( PCORI )

Grant Merit Reviewer & Ambassador

2014 - Present (6 years)

Washington D.C. Metro Area

Panel reviewer for research grant proposals related to patient-centered outcomes research projects.

I have reviewed and/or critiqued over 30 proposals and participated in the panel reviews and ratings for 21 proposals. Currently trained to be Hawaii's ambassador for PCORI funding initiatives.

### Chaminade University

Adjunct Faculty

October 2015 - 2018 (3 years)

Honolulu, Hawaii

Available to provide instruction in coursework in multiple specialty areas as needed, including health communication, public health, business administration and nursing departments.

### Wolters Kluwer Health/Lippincott Williams and Wilkins

Medical Writer and Clinical Editor (Freelance Position)

2012 - 2018 (6 years)

Honolulu, Hawaii

Content development of peer-reviewed nursing continuing education credit courses, tutorials and quiz games. Social media curator for Lippincott Nursing. Literature searches (evidence-based, peer-reviewed publications), regarding standard of care and best practice protocols, adult education principles and clinical expertise in deriving content.

Clinical review, fact-checking and editing of existing and revised nursing continuing courses.

Content development for the Joint Commission's Sentinel Event series.

### Hawaii State Department of Education

Substitute Teacher, Certified, Grades K-12

January 2015 - June 2015 (6 months)

Honolulu District, Honolulu, Hawaii

A unique opportunity to provide relief for teachers and to immerse myself in the different literacy levels of the students.

Provide uninterrupted, effective and quality instruction;

Provide for health and safety of students;

Comply with applicable laws, DOE policies, rules and procedures;

Exemplify professionalism in teaching, adaptability and flexibility, and effective communication.

Guardian Nurses Healthcare Advocates, Inc.

RN Healthcare Advocate (Hawaii Affiliate - Independent Contractor)

2012 - 2015 (3 years)

Honolulu, Hawaii

Provide Healthcare advocacy, care management and health coaching services to assigned clients.

Collaborate with patients and healthcare providers to ensure informed choices and optimal plan of care.

Provide interpretive services from medical to lay language.

Explore and discuss community resources and access to care.

Promote health literacy in the community.

Judge Health Group (obo United Health Care)

RN Medicare & Medicaid Care Manager, Field and Telephonic

2014 - 2014 (less than a year)

Honolulu, Hawaii

Temporary position evaluating new enrollees in Hawaii's Medicaid program, under managed care service contract by United Health Group.

Self-Employed at Claire P. Santos, RN, LNCC

Legal Nurse Consultant, Certified

1995 - 2013 (18 years)

Honolulu, Hawaii

Provided plaintiff and defense support in the areas of personal injury and healthcare malpractice. Managed business operations, marketing and administration to grow client base.

Utilized clinical and legal acumen to critically review healthcare records; identify mechanism of injury; interview witness and client; prepare medical summaries; conduct related literature searches; collaborate with expert witnesses; provide expert witness testimony; and otherwise prepare for deposition, M CCP hearing, mediation and trial.

Remington College  
Clinical Instructor - Medical Assistant Program  
2011 - 2012 (1 year)  
Honolulu, Hawaii

Maximization of learning opportunities and development of individual abilities of students, with the ultimate goals of job placement and workplace success.

Kaiser Permanente - Hawaii Region  
RN - Care Delivery Compliance Specialist  
2011 - 2012 (1 year)  
Honolulu, Hawaii

Lead, oversee, develop, implement and maintain compliance programs with attention to federal and state laws and regulations, and accreditation and licensing requirements.

Identify areas of risk for compliance.

Develop, implement and monitor work plans for correction.

Provide clinical expertise.

GENEX Services, Inc.  
RN Case Manager - Worker's Compensation  
2008 - 2010 (2 years)  
Honolulu, Hawaii

Supported business development of worker's compensation in a new Hawaii office.

Collaborated with injured workers & healthcare providers to devise, implement & evaluate optimal treatment plans focused on timely return to employment.

Liaised with medical providers, insurance adjusters and attorneys.

Utilized appropriate ICD-9 and CMS diagnosis coding.

Exercised sound judgment in cost containment & strategized effective approaches to resolution of complicated cases.

CareResource Hawaii, Inc.  
RN Medicare Home Care Representative  
2007 - 2008 (1 year)  
Honolulu, Hawaii

Medicare-certified division.

Applied clinical & case management skills to expedite hospital discharge planning.

Liaised with healthcare providers, hospital staff, patient and other stakeholders.

Assessed home health needs, gained prior authorizations, assigned appropriate ICD-9 diagnosis coding, and devised appropriate plan for post-hospitalization care & follow-up.

#### AlohaCare

RN - Provider Liaison - Quality Improvement (and Grant Monitoring)  
2006 - 2007 (1 year)

Honolulu, Hawaii

##### Managed Care.

Led the implementation of quality improvement projects for Hawaii's community health centers in the high-risk areas of breast & cervical cancer screening, prenatal & postpartum medical care, diabetes & hypertension management, pediatric immunizations & well child medical care.

Ensured compliance with HEDIS & URAC/NCQA regulations & accreditation guidelines.

Oversaw budget comprised of \$1.5M in grant funding with attention to expense monitoring & cost containment.

Partnered with executive directors to assess project status & provide managerial support for alignment with established timelines for execution.

#### Leavitt Yamane & Soldner, AAL, ALC

RN - Executive Legal Nurse Consultant, Certified  
2002 - 2005 (3 years)

Honolulu, Hawaii

Provide expert opinion regarding large personal injury & medical malpractice claims.

Participate in strategic planning of claim management.

Collaborate with medical experts and specialty expert witnesses.

Perform oversight of paralegal and administrative staff during claim development.

Develop numerous facets of medical cases including initial interview, medical records review, summary composition, literature searches, patient care planning, statement preparation for demand letters, pre-hearing statements and medical claim conciliation panel preparation.

#### Straub Clinic and Hospital

Registered Nurse - Experienced

November 1982 - September 2001 (18 years 11 months)

Honolulu, Hawaii

BURN CARE, EMERGENCY NURSING AND OTHER SPECIALTIES:

Performed in both staff and supervisory roles for nearly 20 years.  
Participated in the start-up and development of the Burn Care Center of the Pacific.  
Promoted to Burn Care Unit Supervisor (RN-IV).  
Served as a preceptor to University of Hawaii BSN students.  
Provided training and education experiences to professional and ancillary staff.  
Successfully triaged and managed the provision of high quality clinical care in a variety of settings, including burn care, emergency, free-standing urgent care, same day surgery and operating room.  
Devised, implemented and evaluated unit policies, procedures, standards of care, quality assurance indicators and a staff training program while ensuring adherence to JCAHO and CDC guidelines.  
Enhanced processes in preparation for JCAHO inspection and survey.

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## Education

### Boston University

Master of Science (MS), Health Communication · (2011 - 2013)

### University of Hawaii at West Oahu

Bachelor of Arts (BA), Business Administration · (1987 - 1989)

### Felician University

6 credits completed, Nursing · (1980 - 1981)

### Bergen Community College

Associate of Applied Science (AAS), Nursing · (1977 - 1979)

### Montclair State University

Credits toward BS degree, English, Psychology · (1974 - 1977)