**Adwoa J. Asenso-Okyere, BSN, MHA/INF**

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**OBJECTIVE**

To perform in a position that will utilize my professional and technical skills as well as provide a challenge and opportunity for growth.

**EDUCATION**

Master of Health Administration and Informatics

University of Phoenix

October 2008 – June 2010

Atlanta, Georgia

Bachelor of Science in Nursing

Towson University

August 2000 – May 2004

Towson, Maryland

**CERTIFICATIONS**

* IBM Data Science Professional Certificate – In progress
* Certified Professional Healthcare Quality (CPHQ) – In progress
* SAFe 5.1 (Scaled Agile Certified)
* Case Management Certification (CCM)
* BLS (Health Care Provider Basic Life Support)/ACLS (Advanced Cardiac Life Support)

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| **Summary of skills/Qualifications:** | **SOFT SKILLS:** |
| * Proficient in Scrum/Kanban/Scaled Agile * Project Management/Agile & Waterfall * Proficient in JIRA/Confluence/Slack/Salesforce * Proficient in Healthcare Quality * Proficient in Case Management Process * Quality Audits * Medical Record Reviews/HEDIS Stars * Knowledge in Medicaid/Medicare/External Payer/Commercial/ACO Health plans * Proficient in URAC/NCQA/HEDIS standards * Proficient with multiple (EMRs/EHR’s) * Avaya/Genesys/Omni Phone System * Proficient in Microsoft Applications/Microsoft Project * Accountable Care Org Certified * M&R Foundation & Practitioner Certified * SQL/Tableau/PowerBI/SharePoint/Webex/Zoom/MyBPS | * Leadership * Excellent written and verbal communication * Team builder & Coach * Analytical/Solution oriented * Flexible and adaptable to change * Open to challenges * Highly organized * Initiative-taking * Adaptive learner * Committed to success * Positive outlook and high ethical Integrity |

**Employment**

**Clinical Transformation Consultant 05/2021 – Present**

***United Healthcare* *Atlanta, GA***

* Responsible for the ongoing clinical management of physician practices participating in UnitedHealthcare’s (UHC) Accountable Care Organizations (ACO), Value Based Programs.
* Guide practices in achieving targeted goals that include improved quality, efficiency, and utilization.
* Driving practice progress toward desired transformational change and performance improvement, while meeting savings goals set for the practice.
* Use of data to analyze key cost, utilization and quality data and interpret results to assess the performance of the practice.
* Use of data to analyze trends and work with stakeholders to agree on and implement proactive strategies to address issues, and measure impact using a PDSA rapid cycle improvement approach, including external practice data.
* Develop strategies; based on performance analysis, for improvement that includes specific outcomes and metrics to monitor progress to a goal and make recommendations for improvement.
* Build and effectively maintain relationship with the practice leadership and key clinical influencers actively involved in practice transformation.
* Regularly facilitate efficient, effective practice improvement meetings with the practice to monitor, present, and discuss progress on the transformation action plan and achievement in milestones.
* Design practice transformation action plans and implement appropriate performance improvement initiatives designed to assist the practice in achieving contractually required transformation milestones.
* Monitor and review the progress of the practice in milestone achievement and ensure the practice is accountable for successful completion.
* Assist practices in creating workflows to optimize care delivery, introduce best practices improvements, and evaluate outcomes using rapid cycle improvements PDSA methods to reach mutual goals.
* Educate & Deploy technology tools to support Practice Transformation.
* Integrate technology tools into practice workflows.
* Accountable for successful deployment of UHC’s Clinical Support program at the practice level, including but not limited to, introducing, and educating practices on the value/use of reporting tools, patient registries and delivery of reports via UHC’s Physician Portal.
* Build and effectively maintain relationships with team members in the UHC Clinical organization as well Medical Directors, local Network leads, Health Care Economic Analysts and Clinical Analysts in support of the program.
* Consult and partners with internal UHC matrix partners and the practice to identify organizational and structural challenges hindering achievement of desired program outcomes.
* Collaborate with UnitedHealthcare teams including the practice Care Coordinators, quality management teams, hospital clinical teams, behavioral health teams to support integrated PCP driven care for our members with practices and hospitals.

**Clinical Manager/Interim Director 06/2019 – 05/2021**

***Optum Healthcare Atlanta, GA***

* Manage Clinical and Non-clinical teams as well as Supervisors.
* Facilitate the day-to-day operations and oversight of Case Management program activities.
* SME for Line of Business.
* Promotes consistency and standardization related to CM activities.
* Set team direction, resolve problems, and provide guidance.
* Prioritize to address business and operational challenges.
* Use data and analytics to identify opportunities for improvement and make data driven decisions.
* Influence and provide input to forecasting and planning activities.
* Integral part of transforming program product and services.
* Implement interventions to achieve business goals.
* Demonstrate knowledge of relevant state and federal guidelines.
* Supports the CM Business Plan, quality initiatives and projects to ensure compliance with policies and procedures and to ensure quality services.
* Support collaboration between the CM, UM, and Disease Management (DM) staff.
* Oversees (in conjunction with the quality manager) inter-rater reliability auditing and performance monitoring, analysis and reporting of any audits and other CM specific reports, CM and CM/UM data.
* Ensures compliance through close collaboration with the director of regulatory compliance, all State, Federal and regulatory and accreditation body requirements.
* Support through accreditation process for PHP/NCQA/URAC guidelines.
* Lead Quality Improvement activities; Research/Quality Assurance/Quality and Performance Improvement measures.
* Knowledgeable on relevant health care benefit plans/clients; assist with implementations.
* Drive effective clinical decisions within the business environment.
* Used appropriate business metrics and applicable tools to optimize decisions and clinical outcomes.
* Coaching and mentoring staff on performance.
* Utilize resources to enhance professional practice and development based on learning gaps or new information.

**Client Performance Project Manager 2/2017 – 06/2019**

***Optum Healthcare Atlanta, GA***

* Liaison between Client management and Payer programs.
* Consult with stakeholders to ensure alignment and understanding of program objectives and the voice of the customer.
* Identify projects for improvement, raise awareness of project scope and objectives.
* Review analytics to drive action in the markets to achieve client performance.
* Develop plans for project, duration, effort, sequence, and tasks requirements to meet objectives and performance improvements
* Apply project life cycle methodology and tools.
* Document and Implement communication plans.
* Analyze and investigate data.
* Develop and drive action plans for client’s metrics, service level agreements, performance guarantees, NPS/Satisfaction scores.
* Assist in completing the program strategy and readiness during client implementations with operations and product teams.
* Escalate concerns/issues to appropriate stakeholders.
* Ensure Consistent Standardized Communication of Information/Reporting.
* Prepare and present formal daily reports for stakeholders & management.

**Clinical Supervisor Case Management 7/2012 – 2/2017**

***Alere/Optum Healthcare Atlanta, GA***

* Provide supervision and direction to designated team of Maternity Case Managers.
* Monitor team performance and ensuring adherence to performance metrics.
* Identify quality issues and collaborate with various teams to ensure quality assurance & improvements measures are implemented.
* Perform documentation audits and provides feedback to team.
* Ensuring staff meets URAC/NCQA standards for Case Management practice.
* Involved in URAC/NCQA recertification audit process.
* Conduct regular team meetings and regularly scheduled 1:1 meetings with individual staff.
* Create department/team goals, QIP measures, and staff metrics.
* Supervise overall team performance to key performance indicators.
* Identify staffing issues and initiate coverage of teams.
* Recruitment and interviewing of new staff to fill needs.
* Support recruiting efforts, participating in telephonic or in person interviews.
* Participate in mid-year and annual performance reviews for assigned team, responsible for direct performance management of assigned team.

**primary case manager/Team Lead 5/2010 – 6/2012**

***Alere Healthcare Atlanta, GA***

* Conduct obstetrical assessments and provide education to high-risk members.
* Present case management program and enrollment to achieve a healthy pregnancy.
* Coordinate care between obstetrical members, their families, and health care personnel.
* Provide emotional support and medical advice to the obstetrical member.
* Develop care plans and follow-up care.
* Provide referrals to enable coordination of Home Health Services.
* Produce comprehensive and detailed documentation to ensure quality standards in accordance with URAC accreditation.
* Present success stories to clients.
* Function as a new hire Trainer, on and offsite, into Case Management processes and various clinical systems within the department.
* Assist with training current employees on utilizing new systems (Apollo PCMS).
* Team leader in the absence of Supervisor.
* Provide colleagues with daily case management technical support.

**Registered Nurse/Charge RN 3/2008-3/2010**

***Gwinnett Medical Center Lawrenceville, GA***

**Registered Nurse-Travel 6/2008-8/2008**

***Summerlin Hospital Medical Center Summerlin, NV***

**Registered Nurse - Travel 10/2007-1/2008**

***Washington Adventist Hospital Takoma Park, MD***

**Registered Nurse 6/2006-10/2007**

***Emory Crawford Long Hospital Atlanta, GA***

**Registered Nurse 2/2005-6/2006**

***Arnold Palmer Hospital for Women and Children Orlando, FL***

**Registered Nurse 8/2004-3/2005**

***Orlando Regional Medical Center Orlando, FL***

**Rich Source Consulting 2/2001 – 8/2004**

Project Manager/Scrum Master | Contractor | Multiple Clients

* Managed and tracked projects ranging from $250,000 budget to $3 million dollar budgets.
* Lead agile teams on ceremonies (standups, sprint refinements, sprint planning, sprint reviews) and retrospectives.
* Provide status reporting, facilitate story pointing, Agile coaching in Scrum, Kanban and Scrum approaches. Build project plans, KPI metrics, velocity, burndown charts to project stakeholders
* Manage project plans, project audits, ensuring that all project dependencies, project deliverables, and success criteria are identified. Managing project scope among applicable stakeholders ensuring requirements sign-off, proper change management and effective project execution.
* Identify project duration, effort, sequence, and dependencies of tasks required to meet applicable project objectives.
* Support leadership in developing project budgets and forecasts, obtaining approvals from applicable stakeholders, ensuring appropriate cost controls and project budget.
* Establish quality objectives, using appropriate quality management methods, with input from applicable stakeholders. Monitor the testing process, ensure defects are closed prior to deployment, and verify proper functionality deployments.
* Identifying potential risks/issues, communicate and implement risk management plans in support of highest stakeholder value. Manage contingency plans, risk/issue logs, project plans.
* Develop and manage project communication plans among all applicable stakeholders. Establish and maintain effective relationships with applicable project stakeholders and vendor relationships to resolve conflicts among project participants.
* Provide project management resources to applicable audiences, distribute project reports/documentation to applicable stakeholders.
* Clearly articulate project management methodology and governance framework. Articulate how project stages and artifacts deliver value while facilitating decision-making across stakeholders. Seek input from others in analysis and encourage team members to embrace change.
* Continually improve management style and documentation with a focus on speed to value. Develop roadmap to an iterative approach in collaboration with internal and external business partners.

**References**

Available upon Request