

Katheryn Benjamin

20843 Game Trail Parker, CO 80138 | (719)243-1892 | kathy052485@gmail.com

Objective

To use my advanced skills in data analysis, process implementation/oversight, project management, and performance monitoring to contribute to the development and growth of strong operations within an organization, with a focus on improving efficiency, effectiveness, and customer satisfaction.

Personal Strengths

- Expertise in process implementation and oversight, with a track record of success in streamlining and integrating operations and improving efficiency.
- Strong project management skills, with experience in managing complex projects from start to finish and supervising teams directly and indirectly.
- Ability to monitor performance using data analytics in order to identify areas for improvement.
- Commitment to continuous learning and improvement
- Team player with excellent communication and interpersonal skills
- Expert computer skills (VHA Corporate Data Warehouse (CDW) server knowledge, Microsoft Office, VHA Community care referral and internal scheduling systems).
- Army Veteran with over 13 years of employment in the Veterans Health Administration

Professional Experience:

Supervisory Health Systems Specialist (02/07/2021-Current)

Veterans Health Administration- Office of Integrated Veteran Care (virtual)

- Lead a team responsible for the implementation, management and oversight of VHA national level processes that impact scheduling, referral and clinic practice management for Veterans seen within VHA and in the community.
 - Assigned National VHA Product Owner for scheduling systems that impact scheduling processes for internal and community care appointments; VistA Scheduling Graphical User Interface (VS GUI), Clinic Configuration Manager (CCM) and the Integrated Scheduling Solution (ISS).
 - Serve as national business owner and Subject Matter Expert responsible for the development, implementation, and performance monitoring of a referral management system within VHA; Consult Toolbox 2.0
 - Program Manager for Clinic Practice Management programs to include outpatient scheduling, consult management, clinic profile management and scheduling training. This includes analyzing and evaluating, on a quantitative or qualitative basis, the effectiveness of healthcare related programs and operations in meeting established goals and objectives related to clinic practice management programs.
 - Responsible for interpreting national and local policies, administrative requirements, congressional and legislative requirements to identify impact or new processes for scheduling and referral management for both internal and community care.
 - Contributor for VHA Directives 1230, 1231 and 1232 and all associated Standard Operating Procedures.
 - Responsible for providing IVC and VHA leadership with recommendations and SME support as it relates to healthcare business processes that impact clinic practice management and access to care for Veterans.
 - Responsible for presenting national level VHA calls on topics related to community care eligibility, community care consult/referral management, Referral Coordination Initiative (RCI) processes, systems for which I am a product owner for and internal clinic practice management processes.

Chief, Clinical Integration Services (CIS)- Clinical Integration Field Operations (10/16/2018-02/06/2021)

Veterans Health Administration- Office of Community Care (OCC) (virtual)

- Responsible for providing direct supervision for 8 GS12 Program Analyst to include the oversight and maintenance of the Office of Community Care Field Guidebook, developing and implementing national level tools to assist with determining community care eligibility for Veterans and providing leadership with SME recommendations on the oversight of the community care program.
 - Key contributor in the Office of a Community Care for process development, national deployment, national level training and oversight for the eligibility criteria review process and use of the Decision Support Tool (DST) in support of MISSION Act in June 2019.
 - Responsible for the oversight, providing data parameters, national roll out of and national level analysis of community care specific reports in support of consult and referral management for community care.
 - Responsible for the oversight of policy, guidance, processes, procedures, tools, technology, and reporting capabilities to the VAMCs in relation to the referral, authorization and care coordination processes for Veterans being referred to community care.
 - Responsible for project oversight, tracking, national training development/delivery and implementation of new versions of the Decision Support Tool and Consult Toolbox.
 - Responsible for working with leadership to develop written and oral responses for external and internal stakeholders to include IPERA, CTR, CMR, GAO, OIG, and other congressional inquiries/interviews.

Deputy Director, Health Administration Service (10/02/2016-10/15/2018)

Veterans Health Administration- Rocky Mountain Regional VA Medical Center Denver, CO

- Assistant Chief of the Health Administration Service in Eastern Colorado Healthcare System, total of 446.5 approved FTEE, with a total of 5 Section Chiefs as direct reports.
 - Supervised and managed service responsible for enrollment/eligibility, HIMS, Clinic Scheduling, Facility Community Care-Care process and budget oversight, Beneficiary Travel, Call Center, and Telephone Operators.
 - Managed a Community Care budget of over 160 million to include Veterans Choice community care and emergency care funds. Implemented a daily cost reconciliation report used locally to capture authorization entry errors to include cost estimate validation and proper usage of fund control point and obligation numbers.
 - Responsible for oversight of hospital administrative operations activations team responsible for coordinating mission essential tasks to open new VA Medical Center. Provided oversight and performance monitoring for the service for activation related tasks to include clinic set up, inpatient ward set up, calculating financial impact to Local Office of Community Care, patient, and staff communication on activation related activities in relation to the Business Office.

Assistant Director of Patient Administration (03/23/2015-10/01/2016)

Veterans Health Administration- William S. Middleton VA Medical Center Madison, WI

- Co-managed a 42-million-dollar budget for the Patient Administration Service to include the budget for; Care in the Community, Beneficiary Travel and Patient Lodging.
- Provided facility leadership with process improvement ideas for process and performance oversight of hospital operations that impacted referral management, appointment management and clinic practice management.
- Created several SQL reports, access databases and optimized Excel reports to improve deficiencies, workload distribution, and data mining for the service.

Program Analyst (11/30/2014-3/22/2015)

Veterans Health Administration- Orlando VA Medical Center Orlando, Florida

- Responsible for standing up a Scheduling Transition Team to serve as the Health Administration Service's team to plan, coordinate and execute the movement of appointments and patients from one facility to another as a result of the opening of a new inpatient VA Medical Center.

Medical Administrative Specialist Trainee (11/18/2012-11/29/2014)

Veterans Health Administration- Orlando VA Medical Center Orlando, Florida

- Served as the Health Administration Service Veterans Choice Program Subject Matter Expert and provided guidance in regards to program eligibility, process, provided training, and assisted with questions for a total of 12 HAS supervisors and over 300 Medical Support Assistants in Corporate Orlando.

Lead Program Support Assistant (03/10/12-11/17/12)

Veterans Health Administration- Facility Community Care Office Orlando VAMC

- Responsible for assisting supervisor in evaluating, analyzing, and coordinating the claims processing workflow for community care claims.

Program Support Assistant (09/13/2010-03/09/2012)

Veterans Health Administration- Facility Community Care Office Orlando VAMC

- Responsible for the review, adjudication determination of proper program type, distribution, and research for following community care programs; community care pre-authorized care, community care emergency treatment, unauthorized care/Mill Bill and Geriatric care.

Advocate/Case Manager (January 2009-October 2009 & July 2010-September 2010)

Safehouse of Seminole & Devereux

Medical Records and Health Information Sergeant (April 2003-April 2007)

United States Army

Education

- University of Phoenix Master of Science in Psychology (2010)
 - Masters- GPA 3.77
- Completed: Healthcare Data Analysis Course 1 & 2
- Completed: Healthcare Data Analysis Course 3

Memberships

- Member of the American College of Healthcare Executives since May 2022