

AREAS OF EXPERTISE

- Strategic Planning
- Financial Growth
- Operational Design
- Budget Administration
- Regulatory Compliance
- Evidence-Based Practice
- Operational Improvement
- Performance Measures/Metrics

Accomplished professional with a career marked by continued success in medical management operations. Well-versed in directing high-performing teams and leading change. Demonstrated ability to develop and implement programs that improve systems, maximize resources, and minimize risk.

Designed standardized processes that were successful in improving performance and increasing employee job satisfaction. Streamlined time intensive processes, policies, and procedures in obtaining administrative services only certificates; reduced accessibility issues from 15% to 2% of certificates, significantly decreasing risk and benefits misquotes. Devised strategies that improved effectiveness of operations.

PROFESSIONAL EXPERIENCE

CILCO, UTILIZATION MANAGEMENT, Chicago, IL

2000 - Present

Director of Enterprise Clinical Transplant, Bariatric Program (2009 - Present)

Employ expertise to establish objectives and lead non-clinical and clinical associates in executing activities that support enterprise clinical transplant and the bariatric buy up program. Oversee all aspects of medical management operations, including prior authorizations, concurrent review, skilled nursing care, long-term acute rehab, home care, and case management activities for all members receiving a transplant or bariatric surgery. Administer budgets of up to \$3 million and have managed up to 250 staff.

Notable Highlights

- ▶ Collaborate across the organization on strategic planning, streamlining processes, devising standardized procedures, and writing policies to address matters of compliance.
- ▶ Serve as senior medical advisor and point of reference on clinical and system-related issues.
- ▶ Manage complex projects, including out-of-network cases.

Selected Accomplishments

- ▶ Led the redesign of the transplant department's hiring, mentoring, and retention strategies; addressed workload, training, tools, resources and mentoring issues. Conducted research and devised retention strategies. Created a climate focused on training providing necessary tools and resources, and engaging and empowering employees.
- ▶ Selected by the Vice President to standardize policies and procedures utilized in completing high-dollar and high-risk clinical reviews. Collaborated across the organization to design an end-to-end model to manage transplant members from evaluation, transplant surgery, post-care, and case management, which resulted in a consistent process used by clinical staff that decreased errors and turnaround times, improved morale, and reduced risk.
- ▶ Devised and implemented strategies to streamline time intensive processes, policies, and procedures used to obtain administrative services only certificates for members. Developed policies and procedures that ensured accessibility and reliability. Reduced accessibility issues from 14% to 3% of certificates, significantly decreasing risk and benefits misquotes.
- ▶ Engaged in enterprise coordination of the Joint Operating Committee in support of NICU admissions.

ST. ANNE'S HOSPITAL, Chicago, IL

1996 - 2000

Registered Nurse, ICU/CCU (1998 - 2000) | Occupational Health (1996)

Provided technically precise nursing care to critically ill patients in an ICU/CCU setting. Applied a team-driven, patient-centric approach to care in collaboration with physicians, nurses, therapists, lab technicians, and other professionals. Cared for patients who experienced acute myocardial infarctions with and without the use of TPA, underwent major vascular surgery, and suffered from a wide range of conditions including aneurysms, ruptured and elective, overdoses, trauma, and strokes. Employed expertise to perform invasive monitoring including Swan-Ganz catheters, and A-lines; worked with MA1, MA2, and 7200 ventilators.

Selected Accomplishments

- ▶ Selected to serve as a rotating member of the Code Blue Team.
- ▶ Provided emotional counseling to patients, family members, and staff. Educated patients and families in providing appropriate care after release.
- ▶ Entrusted to serve as charge nurse for both the ICU/CCU in the supervisor's absence.
- ▶ Demonstrated a wide range of nursing skills, which resulted in assignments in other departments, including orthopedics, oncology, and cardiac step-down. Employed charge nurse experience and assisted nurses in providing care to patients.

Earlier success includes providing occupational health services, obtained Hearing Conservation Certification, completed NIOSH-approved spirometer training/pulmonary function testing, and provided occupational health services to Proctor and Gamble. Served as Registered Nurse, Medical/Surgical and Team Leader of Medical/Surgical Unit with oversight of 10 nurses and 33 patients at Providence People's Hospital.

EDUCATION**DNP, Administration Concentration | ST. JOSEPH UNIVERSITY COLLEGE**, Cincinnati, OH**MSN, Administration | XAVIER SCHOOL UNIVERSITY**, Cincinnati, OH**BSN | ST. JOSEPH UNIVERSITY COLLEGE**, Cincinnati, OH**Diploma, Registered Nurse | BETHLEHEM SCHOOL OF NURSING**, Cincinnati, OH**BSN Coursework | ST. JOSEPH UNIVERSITY COLLEGE**, Cincinnati, OH**PROFESSIONAL DEVELOPMENT**

Certified Case Manager, 2010-Present | Certified Managed Care RN, Certification of Managed Care Nurses, 2004-Present
| Basic Life Support, Certified, 1996-Present | ACLS Certification, 1996-2000 | Certified Critical Care RN, 1996

PROFESSIONAL ORGANIZATIONS

AONE, Member, 2014-Present | Sigma Theta Tau, International Honor Society for Nurses, Member, 2008-Present | AAMCN-American Association of Managed Care Nurses, Member, 2004-Present | CMSA, Member, 2004-Present | AACCN, American Association of Critical Care Nurses, Managed Care Nurse Mentor, 2000-Present