

OBJECTIVE : Highly motivated, enthusiastic nurse life care planner and case manager with a Master of Business Administration degree. Possess exceptional organizational skills, good work ethic, reliable, and attention to detail.

SKILL HIGHLIGHTS:

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|---------------------------------|-----------------------|------------------------------|
| *Demonstrated Leadership Skills | *Self-Disciplined | *Professional Image |
| *Quality Improvement/Management | *Quick Learner | *Motivation to Others |
| *Team and Goal Oriented | *Skilled Multi-Tasker | *Health & Wellness Expertise |
| *Adaptable to Change | *Budgeting | *Training & Development |

PROFESSIONAL EXPERIENCE :

LNL Consulting, PLLC **8/14-Present**
Independent Nurse Consultant

Job Description: Responsible for providing healthcare consultations and technical advice for nurse life care planning, case management, medical record review, and Medicare Set-Aside.

- Complete nurse life care plans to identify future medical and non-medical needs for individuals with catastrophic injuries or illnesses.
- Provide case management services (including Workers Compensation) to evaluate the needs of individuals and coordinate necessary services required to meet those needs. Assist individuals in utilizing available resources in the most cost effective manner to preserve funding for the future.
- Review medical records data to ensure the accuracy and completeness of the record as well as assess the quality of patient care.
- Complete case analysis/report in regards to Medicare allocations for future medical expenses, complying with the Medicare Secondary Payer Act.

Humana **7/14-11/15**
Independent Care Manager (PRN/as needed)

Job Description: Responsible for organizing and coordinating resources and services in response to individual healthcare needs.

- Identify service resources and service facilitation via direct communication between the care manager, the member, and appropriate service personnel, in order to achieve optimal outcome for the member and to reduce hospitalizations.
- Perform the primary functions of assessment, planning and facilitation achieved through collaboration with the member and other health care professionals involved in the member's care.
- Collaborate with a multi-disciplinary team employing a variety of strategies, approaches and techniques to manage an individual's physical, environmental and psycho-social health issues to optimize well-being.

Guilford Technical Community College **10/12-Present**
Nurse Assistant I Instructor (part time/adjunct)

Job Description: Responsible for teaching students in a classroom, lab and clinical settings the skills to prepare them for certification as a Nurse Assistant I.

- Coordinate the efforts of a designated instructional team as well as participate in activities that support institutional goals.
- Create an optimum learning environment, respond to student needs, and manage effective instructional activities.
- Instruct and observe students demonstrating basic clinical nursing skills.
- Observe, instruct, and assist students during clinical rotation at local skilled nursing facilities.

- Cultivate positive working relationships with faculty and staff.

**Aging, Disability & Transit Services of Rockingham County
Senior Director of In-Home Services**

4/11-8/14

Job Description: Responsible for management and supervision of nurses and a department of in-home aides who provide personal care services to the elderly and disabled adult population.

- Supervise and evaluate daily activities of assigned staff.
- Complete initial assessments and annual recertification (re-assessments), including Care Plans.
- Review and evaluate budgetary information for department.
- Perform quality reviews. Participate in the quality improvement program as required.
- Develop/create policies and procedures for department and agency.
- Identify training and growth needs for direct reports and facilitate as appropriate.
- Train and Orient new nurses and nursing assistants to the organization.
- Coordinate activities for preparation for licensure reaccreditation and onsite audits by governing bodies.
- Consulted with family members/caregivers to discuss long-term care planning needs for their loved one. Researched and provided information on community resources.
- Performed blood pressure checks for participants at local area Senior Centers and health fairs.

**TheraCom, (Subsidiary of CVS-Caremark Co.), Greensboro, NC
Assistant Clinical Operations Manager**

8/10-3/11

Job Description: Responsible for supervision of a clinical team comprised of nurses working on behalf of a large manufacturer to deliver support services leading to the dispensing and distribution of the product.

- Review and evaluate benefits investigation for commercial and government payers.
- Monitor team staffing needs and Clinical Operations staff to patient ratios and make recommendations for adjustments as needed.

**Accordant Health Services, (Subsidiary of CVS-Caremark Co.), Greensboro, NC
Assistant Clinical Operations Manager (4/05-8/10)**

12/01-8/10

Job Description: Responsible for supervision of a clinical operations team comprised of combination of nurses and administrative staff to ensure that Health and Case Management services are provided in a manner consistent with the policies and procedures of the company.

- Evaluate and recommend Continuous Quality Improvement activities to best meet the needs of the health plan and the Company. Management/project leader for a broad range of projects.
- Participate in professional development activities to support the Company's goals and objectives.
- Interact with health plans to evaluate and revise procedures and processes to facilitate quality care and improve Clinical Operations practices.
- Maintain knowledge base relative to new laws/policies affecting health/case management and maintain state licensure requirements and monitor staff compliance with the same.

Case Manager (12/01-4/05)

- Managed care and related costs by exploring opportunities to reduce cost, decrease length of hospitalization, reduce number of hospital readmissions, enhance quality and coordinate care across the entire care continuum.
- Functioned as a resource to and advocate for the participant and caregivers to enhance quality of care.
- Collaborated with multidisciplinary/multi-setting healthcare teams in continuous quality improvement activities.
- Maintained knowledge base relative to new laws/policies that affect member care and Case Management practices.

- Identified/facilitated opportunities for quality improvement related to the case management process.
- Functioned as a mentor to case management staff and participated in the orientation and training of new case managers as requested.
- Completed CCM certification with training in Disability and Worker's Compensation.

**PREVIOUS
EMPLOYMENT:**

- Central Carolina OB/GYN, Greensboro, NC Triage Registered Nurse 4/01-11/01**
- Assisted physicians as needed with direct patient care.
 - Educated expectant mothers on pregnancy and infant care.
 - Followed up on patient health-related questions and concerns telephonically.
 - Collaborated with physicians on patient care needs.
- Liberty Home Care, Greensboro, NC Home Health Nurse/Case Manager 8/00-3/01**
- Provided case management services between patients, doctors and insurance companies.
 - Collaborated with patients and companies in regards to Disability and Worker's Compensation issues.
 - Visited patients in their homes and/or assisted living facilities.
 - Administered and facilitated IV infusions.
 - Educated patients and caregivers with regard to self-medication administration (i.e. shots/medication infusions) and other matters related to specific illnesses.
- High Point Regional Health Systems, High Point, NC Registered Nurse 6/99-3/01**
- Administered medications, cardiac monitoring, educated patients and family members.
 - Responsible for patient assessments and documentation and preparing patients for cardiac procedures.

EDUCATION :

- FIG Services, Inc.
Medicare Set-Aside Educational Course September 2015- Completion
- FIG Services, Inc.
Nurse Life Care Planning Educational Course November 2014 Completion
- Topics covered: Spinal Cord Injury, Traumatic Brain Injury, Amputation, Burns, Chronic Pain, Pediatrics/Cerebral Palsy, Aging, Legal, Catastrophic Case Management & Vocational Rehabilitation, and development of a Nurse Life Care Plan
- Strayer University, Greensboro, NC September 2007 Graduate
MASTERS IN BUSINESS ADMINISTRATION - MBA
- University of North Carolina at Greensboro, Greensboro, NC May 1999 Graduate
BACHELOR OF SCIENCE IN NURSING - BSN

AFFILIATIONS :

- Case Management Society of America (CMSA)
 - President for the local chapter of CMSA (2016-current)
 - Vice President for the local chapter of CMSA (2014-2015)
 - Membership Chair (2008-2013)
- American Association of Nurse Life Care Planner (AANLCP)
 - Member of the Journal Committee (2014-current)
- American Bar Association (ABA)
 - Member (2015-current)
- Guilford County Board of Commissioners, Community Advisory Board
 - Member (2015-current)

- Triad Retirement Living Association (TRLA)
 - Member (2015-current)
- UNCG School of Nursing Alumni Board
 - Member-at-Large (2015-current)

CERTIFICATIONS :

- Certified Case Manager (CCM)
- Certified Nurse Life Care Planner (CNLCP)
- Cardiopulmonary Resuscitation (CPR) Instructor via American Heart Association
- North Carolina Certified Options Counselor (provides long term care resource information)
- SHIP Counselor (Senior Health Insurance Information Program)

AWARDS :

- Certificate of Excellence, Completion of Level 2 Professional Development for 2003, Accordant Health Services
- Leadership Award for Leadership Program for 2004, Accordant Health Services
- VP Medical 2015 Nurses Week Nurse Winner (May 2015)