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## Executive Healthcare Operations Leader

*Delivering key oversight of Patient Safety, Quality, and Continuum of Care*

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Highly motivated and outcomes-focused leader in healthcare management with proven history delivering operational oversight of medical management, utilization management, and case management in the healthcare industry. Adept at effectively maintaining system for monitoring quality, safety, productivity and appropriateness of services to achieve the best patient care possible. Able to lead evaluations and manage workforce strategies to ensure development of top-performing teams. Skilled at identifying issues or potential problems, researching viable options, and presenting meaningful solutions that lead to process improvements. Dynamic communicator, able to present complex healthcare information to a wide audience. Talent for building and maintaining long-standing business relationships with patients and their families, coworkers, executive leadership, and project stakeholders at all levels.

### Highlights of Expertise

- Strategic Vision and Planning
- Data Collection and Reporting
- Regulatory Compliance
- Stakeholder Engagement
- Project Management
- Policy Development
- Quality Assurance
- Collaborative Leadership
- HEDIS Oversight
- Contract Negotiation
- Process Improvement
- Team Building and Training

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## Career Experience

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Centene Corporation, Chicago, IL, 2014 - 2020

### **DIRECTOR OF FOSTER CARE OPERATIONS (2018 – 2020)**

Oversaw medical management, utilization management, and case management for foster care operations and initiatives including the development of staff, key performance metrics, policies, procedures, and pilot programs. Collaborated with stakeholders including child welfare agencies, court appointed special advocates (CASA), child placing agencies (CPA), State Medicaid departments, foster parents, and judges to represent behavioral health needs and issues and identify ways to collaborate for better member outcomes.

#### Key Accomplishments:

- Promoted to plan, organize, direct, and facilitate strategic planning processes and operational alignment of child welfare systems to address growing needs of the foster care population.
- Led implementation of Country Care Product and Youth Care Program, training over 300 staff members who recruited 125K people to participate.
- Developed and instituted new systems to train staff and audit work, increasing audit scores for traditional Medicaid plan by 60%.
- Build partnerships with health plans and state stakeholders to create new service delivery models for children in foster care, improving health outcomes and permanency for foster children
- Compiled and reviewed reports, identifying utilization trends and solutions to demonstrate positive outcomes and value to the system.
- Ensured initiatives and processes were consistent and compliant with accreditation guidelines, delivering on contractual requirements and best practices.

### **AMBETTER SENIOR CLINICAL CARE MANAGER (2016 – 2018)**

Led daily clinic operations to measure, monitor, and manage quality of patient care, achievement of key performance indicators, and organizational clinical performance. Oversaw interviewing, hiring, management, and development of clinical staff. Managed clinical services including oversight of clinical policies and procedures. Ensured all programs and

clinical operations were in full compliance with state and federal regulations. Analyzed activities, costs, operations and forecasted data to determine progress toward stated goals and objectives.

Key Accomplishments:

- Developed, implemented, and maintained utilization management programs, facilitating the use of appropriate medical resources and decreasing business unit financial exposure.
- Monitored key data and metrics, addressing trends and potential quality improvement opportunities including provider issues, service gaps, and member needs.
- Developed staff skills and competencies through training and mentoring, facilitating on-going communication between staff and providers.
- Liaised with executive leadership, coordinating product development and management of relationships with providers and vendors.
- Designed and initiated new methods, policies, and procedures to improve the departments efficiency and effectiveness.

**CLINICAL MANAGER, COUNTY CARE PROGRAM (2014 – 2016)**

Managed direct patient care, customer service, revenue cycle, regulatory compliance, personnel management, and financial management for clinical operations. Provided overall supervision, assignment of work, and delegation of responsibility to clinic employees. Ensured monitoring and maintenance of medical records and protected health information (PHI) according to HIPAA regulations. Reviewed, prepared, and approved purchases needed for clinical operations to ensure adequate inventory of supplies.

Key Accomplishments:

- Developed and implemented new procedures for clinical effectiveness, improving workflow and operational efficiency of office staff.
- Monitored level of physician satisfaction with office operations, initiating corrective action and follow-up with appropriate parties when concerns existed.
- Identified and investigated complaints and issues of patients, physicians, and clinic employees, recommending and assisting in implementation of initiatives to resolve problems and deliver process improvements.
- Collaborated with central billing office to address patient registration, insurance, eligibility checks, and pre-authorizations, ensuring proper and efficient revenue cycle.

Human Resources Development Institute, Inc., Chicago, IL, 2013 - 2014

**CARE COORDINATION SERVICES CLINICAL SUPERVISOR**

Provided individualize person-centered support to foster collaborative relationships between providers, community agencies, managed care organizations, and staff. Ensured members received timely and integrated access to services across the continuum of care. Coordinated referral activities with courts, probation officers, community services, and other pre-treatment agencies regarding pending clients and intervened as advocate to resolve emergency problems in crisis situations. Recruited, screened, trained, and supervised graduate interns within behavioral health field.

Key Accomplishments:

- Supervised team of 8 interns and additional staff, ensuring goal achievement for over 100 clinically billable hours per week to increase revenue.
- Coordinated counseling efforts with internal and external mental health professionals, including adult and child psychiatrists, nurses, and other department supervisors to align care plans across departments.
- Developed and maintained new referral and resource directory used by all staff, providing data to analyze trends in referrals.

- Built and monitored community and customer perceptions, ensuring HRDI's reputations as a high quality provider of services.

Mary and Tom Leo and Associate / Inner Healing Institute, LLC, Chicago, IL, 2009 – 2018

**Contract Therapist (Part Time)**

Delivered in-home counseling and individual therapy to foster children and their support systems, creating personalized and updated treatment plans. Participated in court-related issues for caseload in coordination with clinical care team. Liaised with the Department of Child and Family Services (DCFS) and family health services to link children with specific resources.

Key Accomplishments:

- Provided therapy and family coaching to over 100 families, increasing emotional wellness to reunifying clients with their children.
- Created quarterly reports system, providing justification for program work and increased budget for continued efforts.
- Implemented Permanency Planning, including discharge plan as assigned by Treatment Team within established time frame, improving the rate of placement for children.

Additional Experience

**Shelter Outreach Specialist / Case Manager**, Beacon Therapeutic, Chicago, IL, 2007 - 2008

**SASS Care Worker / Case Manager**, Community Mental Health Council, Chicago, IL, 2006 - 2007

**Child Welfare Specialist / Case Manager**, Lutheran Social Services of Illinois, Chicago, IL, 2005 - 2006

Teaching Experience

**Adjunct Associate Faculty**, University of Phoenix, Merrillville, IN

**Adjunct Associate Faculty**, Westwood College, Calumet City, IL

**Education & Credentials**

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**Master of Arts in Clinical Psychology and Criminal Justice**, Chicago School of Professional Psychology

**Bachelor of Arts in Psychology with Minor in Criminal Justice**, Chicago State University

Licensure and Certification

Licensed Clinical Professional Counselor, National Board of Certified Counselors (NBCC)

Certified Case Manager (CCM), The Commission for Case Manager Certification