

I seek opportunities where I can, through formal and informal leadership, provide change management and support to staff and administrators in accomplishing organizational goals. And, where I can employ my abilities, skills, and experience to find and successfully restructure for efficiencies of resource utilization.

Professional Experience

(March 2009 – ongoing)

Independent Contractor/Business Owner

Provide on and offsite technical writing/editing and change/project management and coordination services:

- Project Management: Operations and Process Improvement
 - Provide operational integration and ongoing support of clinical programs and projects for improved clinical and satisfaction measures and increased proficiency and efficiency of these systems.
- Project Management: Regulatory Compliance Support
 - Integrate NCQA, DMAP, SNP, CMS, and other appropriate regulatory requirements into new and ongoing projects, and in the provision of quality services to members and providers.
 - Staff Development and Technical Support
 - Provide technical writing for systems, including policies and procedures, position descriptions, regulatory reports, project proposals, grant opportunities, organizational workflows, mind maps, and value stream mapping.
 - Facilitate staff trainings on new systems and business process changes.
 - Participate on API/LEAN teams for continuous process improvement.
- Prepare for a health plan-wide NCQA accreditation:
 - Draft, edit, and finalize multiple documents and document types to assist multiple departments in preparing for NCQA including, but not limited to, policies and procedures, reports, surveys, program descriptions, work plans, annual evaluations, delegation oversight tools, and individualize plan of care tools, etc...
 - Track activities, projects, and timelines for multiple departments to ensure readiness for NCQA survey.
 - Provided orientation, training, and support to Accreditation Coordinator to ensure successful transition.
 - Acted as interim Accreditation Coordinator for the overall accreditation initiative and the 2010 and 2009 SNP submissions (approximately June 2009 through June 2010), including, scheduling and chairing/facilitating multiple work group meetings and providing follow-up and support to participants of those meetings; developing and maintaining work plans and timelines for all health plan (HP) and Medicare standards, communicating with multiple department representatives regarding HP/Medicare standards, evidence needed, and deadlines; reporting to management/leadership status, gaps, and what is needed to close gaps; researching and following up to questions regarding NCQA standards including communication with external NCQA consultant and various accredited health plan representatives.
- Complete 2008, 2009, and 2010 NCQA/SNP submission, including all coordination activities, document preparation and uploading to NCQA's server – results: 100% each submission.
- Manage DMS implementation for one department including site/library design, training and curriculum development, group and individual training facilitation, and migration consultation.

(April 2010 – April 2011)

Intern

As an intern in this year-long, volunteer program, I experience and practice mastery-level communication; project, change, and conflict management; and facilitation and support of participants in personal development, differentiation, and advocacy skills.

I also manage from 4 to 10 people, 1 to 2 three-day weekends each month.

(July 2007 – ongoing)

Independent Contractor/Broker/Business Owner

Perform administrative, budgeting, and marketing functions, specializing in organization and technology. As a broker, I represent both sellers and buyers for residential, land, and investment properties specializing in primary, secondary/vacation, and luxury homes/properties.

(July 2003 – July 2008)

Independent Contractor (July 2007 – July 2008)

Provided technical writing/editing services to Information Technology Department to update position descriptions and develop ITIL processes, procedures, work instructions, and curriculum/training materials for SharePoint.

Department (Office) Coordinator/Assistant (April 2006 – June 2007)

Provided support to Chief Information Officer (CIO), Chief Technology Officer (CTO), and Chief Medical Information Officer (CMIO) during development and implementation of a new healthcare management system. The following projects/processes were concurrent to the implementation initiative:

- MS LiveMeeting administrator (training program and curriculum development and delivery, technical support)
- MS SharePoint super-user (training program and curriculum development and delivery, technical support)
- Human Resources and payroll liaison for Information Technology Department (staff members numbered approximately 60)
- Physical relocation project manager (planning, coordination, vendor liaison, and staff facilitator)
- ITIL implementation project lead (earned certification, participated in committee-level meetings, chaired/facilitated work group meetings/training sessions, liaison between external ITIL consultant and internal management/staff, development/customization of processes and tools, curriculum/training materials)

Administrative Secretary (July 2003 – April 2006)

Provided support to Senior Vice President, Chief Nursing Officer of Healing Health Services and Senior Vice President, Chief Operating Officer of Clinical and Support Services.

- Participated in operations and communications team meetings and executive board meetings
- Provided JCAHO coordination and administrative support resulting in successful accreditation
- Served on disaster recovery work group, providing “second-in-command” support to the Emergency Department Director (earned certification in ICS, coordinated and participated in house-wide drills including multiple-day incidents involving various County and State organizations; developed and maintained departmental disaster kits and instructions; developed and maintained incident commander “call” schedule and case)
- Maintained calendars for senior vice presidents
- Maintained patient care documentation
- Assisted the Director of Healing Health Services with (continuous improvement) ISO System administration and (Program Enhancement Plan) PEP Matrix functions (earned ISO certification)
- Maintained incident reports and run charts
- Used Microsoft Word, Excel, and PowerPoint to provide administrative support

Project Manager, EMR Code Upgrade (April – November 2005)

- Provided project coordination of electronic medical record code upgrade from 2003.02 to 2005.02
- Worked with internal and vendor teams to build the foundation for the upgrade
- Coordinated customer meetings
- Developed, scheduled, and facilitated testing phases (testing phases involved software for specific usage or by specific groups, i.e., nurses or physicians and/or software “patches” wherein the effect to current functionality was unknown or uncertain and needed to be tested prior to implementation)
- Used Microsoft Project to maintain work plans for multiple departments for house-wide implementation of final code implementation

(July 1996 – February 2004)

Administrative/Project Assistant

Provided project coordination and writing services for Oregon Medicaid review contract:

- Managed day-to-day operations of Oregon Medicaid review contracts
- Prepared educational and presentation materials for conferences offered to health plan representatives and other medical professionals in preparation for or to present the results of the various studies
- Presented educational sessions and coordinated meetings with professionals from the State of Oregon, health care (managed care) and dental care organizations
- Assisted in development of health care studies, data abstraction tools, and data dictionaries (measures for various studies)
- Prepared reports for the Oregon Medicaid review contracts (editing, finishing, coordinating professional printing, and delivery)
- Coordinated proposal and report development (proposals ranged from small projects to responses to State RFPs; reports were plan-specific and statewide for a range of studies to include: diabetes, depression, NICU, and others)
- Scheduled health care quality reviews for Oregon’s and Florida’s health plan quality initiative
- Maintained multiple customer databases
- Prepared reports and presentations for the Ohio Medicaid review contract
- Scheduled reviews for multiple providers, health plans, and states participating in a national accreditation program
- Assisted in recruiting physicians for health care quality network

Short-Term Projects (2002 – 2003)

- Research projects for major Oregon medical center
- Grant writing/fund development for local, non-profit organizations

(1998)

Managed day-to-day operations for this land use consultant; acted as primary liaison for contractors and vendors; assisted in the supervision and coordination of employees and maintained employee records; performed payroll and tax-related functions and maintained accounts receivables; and developed proposals and reports and designed a user manual for successors.

Professional Certifications/Licensure

Licensed Real Estate Broker/C-RIS/e-PRO

Certified Administrative Professional (CAP)

ITIL-certified

(ITIL® is the most widely adopted approach for IT Service Management in the world. It provides a practical, no-nonsense framework for identifying, planning, delivering and supporting IT services to the business. While, the program was developed specific to information technology its processes are beneficial across industries providing:

- Improved services
- Reduced costs
- Improved customer satisfaction through a more professional approach to service delivery
- Improved productivity
- Improved use of skills and experience
- Improved delivery of third-party service.)

Mastery level skills in:

- All MS Office Programs, to include: Excel, Outlook, PowerPoint, Project, Publisher, Visio, and Word
- Adobe Professional

Continuing Education

Real estate investment and technology, project management and coordination, ITIL, change management, personal development facilitation, board and team development, grant writing, fundraising