

[0018 "Case Management #2"]

MARY JONES
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A healthcare executive with an exceptional track record of success in developing case management, quality improvement, corporate compliance and clinical programs for complex medical institutions. Skilled in managing hospital and ambulatory operations in a turnaround environment.

ACCOMPLISHMENTS

- Designed and implemented inpatient case management for two medical centers, integrating utilization management, discharge planning and quality assurance activities. Improved financial linkage, reducing denials by 100% and length-of-stay by 0.5 days.
- Created and led multidisciplinary teams that resulted in clinical care path development, implementation and measurement across the organization. Reduced operational costs in obstetric services by \$1.5 million annually.
- Directed organizational preparation and facility-wide training for seven successful CALS/JCAHO surveys, resulting in commendation and scores of not less than 95.
- Instituted an emergency services case management program for a major trauma center to include a centralized patient transfer system that corrected all lack of authorization for care as well as inappropriate admissions and transfers.
- Developed corporate compliance programs, including physician training in billing and documentation with internal audit procedures for two university teaching hospitals. The programs were subsequently marketed to affiliated organizations.
- Organized Continuous Quality Improvement (CQI) training for all employee levels to include organizational program model development and implementation.
- Represented JCAHO as a surveyor for three years and conducted surveys in ambulatory and managed care programs.

A goal oriented, highly energetic clinical executive who knows how to reduce costs and comply with regulations without sacrificing quality.

PROFESSIONAL EXPERIENCE

MBN Consultants, Los Angeles, California 2002-Present

Healthcare Regulatory Group Manager/Consultant

Serve as the functional leader for the firm's Western Region Compliance Program. Provide direction for developing internal controls that promote adherence to applicable laws, regulations and healthcare program requirements for acute-care inpatient and outpatient settings. Contributed to the firm's national development of a product line specifically dealing with clinical trials/research administration.

Los Angeles Hospital, Los Angeles, California 1999-2002

Vice President of Patient Care

Directed operations for a \$170 million, tertiary, non-profit medical center with responsibility for nursing services, quality resources, risk management, ancillary services, education, a neuroscience institute, a heart institute, physician recruitment, a transfusion free medicine program and a medical staff office. Managed 13 direct reports.

- Spearheaded the preparation for the 1998 JCAHO survey. Achieved a score of 98 with no Type I recommendations for the hospital.
- Reduced nursing registry utilization by 65% (\$1.7 million) in less than one year.
- Developed a new graduate nurse training for critical care with 95% retention at the end of one year.
- Conducted strategic planning for a well known large service area neuroscience program and recruited the neurosurgeon. Increased cases by 50% within six months.
- Designed and implemented a wound care center utilizing protocols for patient care and outcome measurement. The center was awarded a Department of Health Services license and attracted 90 patients within the first three months of operation.

MARY JONES

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University of Los Angeles Medical Center and Clinics, Los Angeles, California

1990-1999

Senior Associate Director (1997-1999)

Responsible for facilities management and support services, including safety, employee health, maintenance, dietary and environmental for a 465-bed teaching hospital and eight clinics.

Associate Director (1995-1997)

Assumed responsibility for ancillary support departments and the admitting office, handling inpatient registration.

Assistant Director (1990-1995)

Oversaw the integration of quality improvement, utilization management, infection control and risk management.

- Reorganized imaging services by improving registration procedures, film storage, report distribution and the filing system. Saved \$500,000 annually.
- Centralized patient transportation with specialized staff training and a dispatch system. Reduced seven FTEs and improved productivity through service standard development and compliance.
- Pursued and organized financial analysis for the implementation of a hospital-based home health program, including licensure application, job description development and space planning.
- Selected and customized software support for case management programs, linking financial, clinical and patient outcomes data.

Grayson Medical Center and Medical Group, Los Angeles, California

1988-1990

Director of Quality Assurance and Risk Management

Built a quality assurance program for initial accreditation of more than 20 outpatient clinics affiliated with a 200-bed acute-care hospital for a major health maintenance organization.

Harley Hospital Medical Center, Santa Monica, California

1984-1987

Director of Nursing

Managed quality assurance, utilization management, infection control and risk management for a 300-bed medical center.

PRIOR EXPERIENCE

Held nursing management positions in community hospitals. Worked as a staff nurse in labor and delivery, critical care, emergency and the operating room.

EDUCATION

University of California, Los Angeles, Los Angeles, California

Master of Business Administration

Western College, Los Angeles, California

Bachelor of Science, Nursing

PROFESSIONAL AFFILIATIONS

JCAHO Managed Care/Ambulatory Consultant/Surveyor
Regional Representative for the Executive Board of National Association of Healthcare Quality
Association of California Nurse Leaders