

MARY JONES, RN, BSN, PHN
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A nurse leader with more than 20 years of clinical and managerial experience in hospital-based care management with an expertise in mentoring staff, utilizing performance improvement results for streamlining organizational processes and cultivating collaboration within the healthcare delivery team.

A quality-driven leader with exceptional skills in building partnerships with nursing, social services and physicians, developing patient-centered support and services, and identifying cost savings opportunities.

PROFESSIONAL EXPERIENCE

All Saints Hospital, Santa Monica, California

2007-Present

Manager, Case Management

Lead case management services for a 600-bed major non-profit medical center. Provide leadership and consultation to a team of 20 hospital-based RN case managers with an average daily census of 300.

- Worked closely with the manager of social services in a collaborative practice model consisting of a partnership between case managers and social workers.
- Provide staff orientation and training to maintain professional standards of practice. Coordinate and participate in department-specific performance improvement (PI) projects.
- Strategized with representatives from nursing and medical staff leadership, quality and risk management, admissions, and the business office to reduce avoidable days while maintaining quality patient outcomes and customer satisfaction across the continuum of care.
- Initiated a PI project focused on the initial insurance verification process. Accelerated the appeal process as well as the reduction of overall denials to less than 0.2%.
- Collaborated with the hospitalist in complex case management of uninsured patients, improving the transition to appropriate levels of care.
- Played a key role in the JCAHO survey readiness and preparation processes with specific responsibility for surveys for evidence of patient education. Received zero recommendations or requests for corrective action plans.
- Initiated a telephone appeal process to third party payors that resulted in the overturning of 250 tentative appeals and 500 additional approved hospital days within the first year.
- Revised the appeal letter format which incorporated a request for a second level review by a board certified physician, reducing the turnaround by up to 25 days.
- Identified patient assistance programs with pharmaceutical companies and obtained high cost prescription medication free of charge, saving more than \$4,000 per patient.
- Created a quality dashboard that highlighted key indicators for case management, which was utilized to trigger performance improvement initiatives.

University Medical Center, Santa Monica, California

1999-2006

Manager, Acute-Care Case Management Team (2002-2006)

Oversaw a team of more than 20 hospital-based RN case managers for a 409-bed academic medical center. Developed and maintained an acuity-based staffing model utilizing both service line and unit-based case managers with responsibility for an average daily census of 275 patients.

MARY JONES, RN, BSN, PHN**Page Two****University Medical Center, Continued**

- Led the startup of case management services in the admissions and emergency departments. Increased physician and resident medical staff understanding and support of the criteria for patient admissions.
- Coordinated and participated in department-specific PI activities. Provided ongoing orientation and training of staff to maintain professional standards of practice.
- Collaborated with and provided ongoing education to resident physician staff, clinical nursing staff and social workers on case management services with focus on patient rights, confidentiality, patient advocacy customer service and proactive risk management.
- Served as JCAHO functional chapter leader to ensure facility-wide compliance with continuum of care standards.
- Worked closely with the performance improvement project manager to integrate PI functions into an outcomes case management model.

Case Manager/Liaison, Acute Rehabilitation Unit, Departments of Neurology, Neurosurgery and Orthopedic Surgery (1999-2002)

Facilitated and coordinated patient care from admission through discharge, including the transition to ambulatory care settings, referrals to community resources, services for the homeless, acute/sub-acute rehab evaluation and placement, financial linking, QI/risk screening, utilization review of patient records, and implementation of clinical pathways. Managed a caseload of 43 patients.

- Possesses extensive experience with third party payor requirements including Cal-Optima, Medi-Cal, Universal Care, MSI, CCS, Medicare, workers' compensation and Blue Cross.

XYZ Risk Services, Hollywood, California

1995-1999

Director, Risk Management and Quality Improvement

Acted as a consultant to an insured national healthcare system for a third party administrator for risk management services. Provided education on risk prevention strategies utilizing information derived from facility-specific loss history, JCAHO, QI and regulatory requirements, and technical support.

- Conducted risk surveys in 15 acute-care hospitals to identify areas of potential liability and offer recommendations for corrective actions.
- Advised healthcare educators on risk and safety issues to be addressed in employee orientation and continuing education programs.
- Served as a CEU provider of nursing in-service programs on healthcare risk and safety topics.

Wayfarer's Hospital Medical Center, Los Angeles, California

1993-1995

Director, Quality Improvement and Risk Management

Implemented and oversaw a facility-wide quality and risk management program for a 300-bed for-profit community hospital. Managed a staff of three. Responsible for JCAHO standards compliance and survey preparation.

- Coordinated medical staff peer review activities within medical staff committee structures.
- Facilitated the growth of medical staff support for quality improvement through education and the transition of the department image from a punitive to collaborative approach.
- Co-chaired the Hospital Council Quality Improvement Committee.

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Community Colleges of Irvine, Irvine, California

1989-1993

Faculty

Provided pre-hospital emergency care training for USAREUR personnel stationed throughout Southern California.

- Experienced with triage, extrication, mast trousers, spinal cord precautions and splinting techniques in simulated mass casualty settings.

PRIOR EXPERIENCE

Began career as a registered nurse and provided patient care in medical-surgical, orthopedics, rehabilitation and critical care services for acute-care medical centers.

EDUCATION/TRAINING

University of Southern California, Los Angeles, California

Bachelor of Science, Nursing

CREDENTIALS/LICENSURE

California RN License, Current/Active Status
Basic Cardiac Life Support, AHA Instructor, Current
Public Health Nurse, Current

PROFESSIONAL AFFILIATION

American Case Management Association

LANGUAGE

Fluency in Spanish