Michelle Parks RN, CCM

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**Professional Summary**

I have served as the Utilization Review Coordinator and Quality Review Nurse. I was responsible for ensuring patients' specific needs are met through an entire continuum of care. I am adept at efficiently allocating resources while ensuring that each patient is treated fairly to the highest standards of care. Specialize in working with the interdisciplinary team to manage balancing fiscal needs of the facility and providing exceptional evidenced based care for each patient. Familiar with EPIC and Interqual. I am also certified as a AHA CPR instructor.

# Experience

## December 2014-April 2021

### Park Center Inc. *- Utilization and Quality Review Coordinator*

* Establishes and maintains efficient methods of ensuring the medical necessity and appropriateness of hospital admissions.
* Performs concurrent reviews for patients to ensure that extended stays are medically necessary and are sufficiently documented in the patient's medical record.
* Coordinates and supervises the activities of the Utilization Review Department.
* Refers to the Utilization Review Physician Advisor cases that do not meet established guidelines for admission or continued stay.
* Assists the Utilization Review Committee in the assessment and resolution of over utilization of services and resources.
* Identifies problems related to the quality of patient care and refers them to the Quality Assurance Committee.
* Maintains communication with the Social Service Department to facilitate timely discharge planning. Collaborated with community partners, including the criminal system.
* Compiles monthly reports and statistics for presentation to the Utilization Review Committee.

##  August 2013- December 2014

### Visiting Nurse, Fort Wayne, IN  *- Registered Nurse Case Manager*

* Collaborate with physicians to communicate patient’s needs and develop strategies to manage patient’s health condition at the end of life
* Educated patient’s family on recommended techniques for providing medication and food to patients..
* Ensure patients are housed in a safe, clean and healthy environment that encourages safe end of life care
* Conduct assessment of patient and family to identify nursing diagnosis and appropriate interventions d
* Develop and implement personalized treatment plans which includes rehabilitative, therapeutic and comfort measures
* Monitor the treatment process of patients to ensure the quality of health care provided exceeds exceptional standards

## December 2011-August 2013

### Home Health Network  *- Registered Nurse Case Manager*

* Collaborate with physicians to communicate patient’s needs and develop strategies to improve patient’s health condition
* Educate a patient’s family on recommended self-care techniques for providing medication and food to patient
* Ensure patients are housed in a safe, clean and healthy environment that encourages overall improved health
* Conduct assessment of patient and family to identify their medical history and determine nursing diagnosis
* Develop and implement personalized treatment plans which includes rehabilitative, therapeutic and preventive nursing action
* Monitor the treatment process of patients to ensure the quality of health care provided exceeds exceptional standards
* Implement plans for post-discharge treatment of clients in their homes or at long-term care facilities.

# Education

## July 2004 - December 2006

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### Florida College-Jacksonville *- Associate Degree Nursing*

# Certifications

Certified Case Manager

BLS CPR Instructor