**Sheliah howard**

4115 S. Laurel Grove Rd ⧫ Douglasville, GA 30135 ⧫ 404-399-1613 ⧫ showard2004@hotmail.com

**Professional Nursing Leadership**

Accomplished, credentialed, and experienced Registered Nurse, Quality Improvement, Case and Utilization Management, and Health Educator, with a commendable track record of providing healthcare leadership, patient/staff education, and development of departmental policies and procedures that ensure healthcare administration excellence and compliance.

* Actively seeking a healthcare administration leadership role where career history of RN excellence, understanding of healthcare education is premium.
* **Technology:** Epic, BC/BS, IS 1600, Windows, Microsoft Office, Word Excel, Power Point, EMMA, RxEffect, Xcelys

***Core Strengths:***

* Quality Improvement/HEDIS
* Medicare/Medicaid/CMS
* ICD9/ICD10/ CPT/HCPC Coding
* Devise/Deliver Process Improvements
* Family Advocacy & Patient Education
* Strong Outpatient Case Management
* InterQual Criteria
* Milliman and Roberts Criteria
* HIPAA
* Staff Education on Chronic Healthcare Conditions
* Occupational Health/Worker’s Comp
* Healthcare Compliance

**Professional Experience**

**12/19-Present Jencare Senior Medical Clinics-Acute Case Manager** Manages and plans for transitions of care, discharge and post discharge follow up for patients admitted to key high volume/high priority hospitals.

**4/19-7/19: Clearlink Partners, LLC -Director of Utilization Management**

Contract consultant for client health plan; accountable for hiring UM staff, training, action plans for inpatient hospital reviews. Assisted with auditing and compliance for CMS and NCQA surveys. Implemented daily case rounds with physicians and staff for complex case reviews. Referrals to CM team for disease management

**7/17 to 4/19: WellCare Health Plans, Inc., Atlanta, GA - Director of Utilization Management**

Accountable for providing vision and strategy for inpatient utilization and prior authorization management activities designed to achieve quality and service-driven objectives. Oversees all phases of development, organization, planning and implementation of projects/initiatives/workflows/processes to enhance quality-driven outcomes.

**6/14-7/17: WellCare Health Plans, Inc. Atlanta, GA-Quality Practice Advisor, SR Team Lead**

Establishes and fosters a healthy working relationship between large physician practices, IPAs and WellCare. Educates providers and supports provider practice sites in regards to the National Committee for Quality Assurance (NCQA) HEDIS measures. Provides education for HEDIS measures, appropriate medical record documentation and appropriate coding. Assists in resolving deficiencies impacting plan compliance to meet State and Federal standards for HEDIS. Acts as a resource for the market on HEDIS measures, appropriate medical record documentation and appropriate coding. Supports the development and implementation of quality improvement interventions and audits in relation to plan providers.

**5/13 to 5/14: DeKalb Medical Center, Decatur, GA – Clinical Documentation Specialist**

* Proficient in Precyse clinical documentation information system to input Medicare DRG data.
* Collaborates with organization wide cross functional teams in the planning, design, implementation, and maintenance of Precyse Clinical Documentation systems designed to capture, utilize and store data used for Medicare DRG.

**1/12-12/12:** **West Anaheim Medical Center, Anaheim, CA – Director Case Management**

Directs case management operations for West Anaheim Medical Center and La Palma Intercommunity Medical Center. Responsible for caseload management, training, and supervision of support staff, conducting plan /assessments, integrating, and coordinating services, and all aspects of patient relations. Manages 15 staff members, including registered nurses, social workers, and clinical data specialists.

* Develops staff and systems to ensure an efficient, productive case management program.
* Position requires supervision of case managers, social workers, and case management coordinators.
* Assesses needs and plans, and designs services which meet hospital mission and patient needs.
* Played a key role in hospital reducing admission rates by 3%, with average length-of-stay declining, and department consistently increasing productivity.
* Implemented quality control improvements that streamlined operation and improved on metrics
* Managed staff productivity, developed performance standards, resolved staff or clinical problems, and collaborated with executive leadership team

**7/07 to 11/11: WellPoint, Atlanta, GA – Senior Medical Management Nurse**

Managed patient care over the phone that assessed members current health status, provided patient education for self management of chronic health conditions, and served as the patient’s advocate in coordinating member care and services. Developed patient-centric case management plan that included entire healthcare team, kept open communications that worked patient success and case closure.

* Assessed each member health status and treatment plans and identified possible gaps in healthcare delivery; fostered greater independence and self-sufficiently for patients that improved quality of life.

**1/06 to 7/07: Peach State Health Plan/Centene, Atlanta, GA –Supervisor Case Management**

Responsible for managing day to day case management operations, staff training and supervision, workflow coordination, policy, and procedural development, identifying program members, reporting program outcomes, staff evaluation, and handling a wide variety of special projects.

* Played an integral role in department consistently meeting all quality and productivity expectations.
* Assisted management in networking with community entities in developing vehicles to meet all support needs of coordinated care programs.
* Aggregated various reports for departmental, local, statistics, and financial tracking purposes, and provided recommendations for improvement.

**Additional Experience**

**2005 to 2006: The Coca-Cola Co., Atlanta, GA – Occupational Health Nurse/Worker’s Comp**

**2004 to 2005:** **WellPoint, Atlanta, GA – Medical Management Nurse**

**2002 to 2004: Federal Occupational Health, Atlanta, GA – Senior Nurse Consultant Quality**

**2001 to 2003: Howard Medical Legal Consulting, Atlanta, GA –Owner/Legal Nurse Consultant**

**2001 to 2002: Mathis, Adams & Tate Law Firm, Atlanta, GA – Legal Nurse Consultant**

**2001 to 2001: Coventry Healthcare, Atlanta, GA-HEDIS Nurse**

**1999:** **Blue Cross Blue Shield GA, Atlanta, GA – RN, Medical Management/Nurse 1**

**1999 to 2001: Kaiser Permanente, Atlanta, GA – Nurse Case Manager**

**1996 to 1998: Methodist LeBonheur Children’s Hospital, Memphis, TN – RN/Staff Nurse ED**

**1991 to 1995: Baptist Memorial Hospital, Memphis, TN – LPN/Staff Nurse, ICU/Critical Care**

**Education / Certifications / Licensure**

**Master’s Health Care Administration-2020**

**B.S., Nursing** – Union University, Memphis, TN

**A.A.S., Registered Nurse** – Shelby State Community College, Memphis, TN

**LPN** – Jackson Area Vo-Tech, Jackson, TN

CPR Certification | Certified Professional Coder | Certificate Healthcare Compliance

State of California, Georgia and Tennessee Type: Registered Nurse