

Melissa N. Knapp

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Summary of Professional Achievements:

- As the Director of Clinical Services with Compassus Hospice, assisted the program to a quality outcome CHAP accredited survey.
- As a Director of Clinical Services assisted multiple centers to quality annual survey outcomes . (6 citations or fewer with nothing higher than an F in severity)
- As a Director of Clinical Services assisted multiple centers to prepare for Focused Infection Control Services related to COVID outbreaks with low level or no citation outcomes.
- As Director of Nursing, led the center to two quality surveys .

Nursing Experience:

Compassus Hospice- 03/2021-11/2021

Director of Clinical Service

- Directly supervised 10 colleagues which included interviewing, hiring, training, and termination.
- Directed and led the interdisciplinary team (Medical Director, Licensed Nurses, CNA's, Social Worker, and Chaplain) This included planning, assigning, and directing work.
- Addressed and resolved complaints from clients, families, caregivers, and partners.
- Studied and incorporated the requirements of the Hospice Condition of Participation for Medicare, CHAPS accreditation, and WI state other rules and regulations.
- Attended and lead IDT meetings to ensure patient care needs are identified and discussed, all members of the IDT team are present and engaged, required documentation is completed during and at the conclusion of the IDT meeting to capture the discussion and outcomes of the meeting,ensured the patients re-certification were discussed and completed timely.
- Ensured hospice services were available 24/7.
- Managed all members of the IDT including aspects of scheduling, productivity, mentoring, pay practices, time keeping, performance reviews, and colleague support.
- Assisted with QAPI activities and provided input and feedback into performance improvement. Promoted hospice philosophy.
- Communicated proactively when schedule changes were needed.
- Analyzed and reported on quality metrics including Hospice Item Set, CAHPS, and symptom management outcomes.
- Participated in care delivery for patients as needed including conducting admissions, recertification visits, routine visits, and discharge visits.

- Participated in after hours shifts as needed including primary and back-up on call.
- Served as the administrator on call when scheduled.
- Directed responsibility for the management of pharmacy, medical supplies, durable medical equipment, mileage and labor for program to meet budget expectations'
- Ensured maximum utilization of resources.
- Promoted a positive and collaborative work environment.

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North Shore Healthcare- 10/2017-01/2021

Fortis Management Group- 07/2015-10/2017

Extendicare Health Services- 03/2013- 07/2015

Director of Clinical Services March 2013- 01/2021

- Assisted in daily management of COVID positive centers to ensure adherence to current standards of practice.
- Implemented and managed COVID policies and procedures based on CDC and CMS requirements
- Responsible for oversight of clinical outcomes in four to eight skilled nursing facilities ▪ Assists the centers in implementing and monitoring of clinical and financial systems ▪ Completes new Director of Nursing orientation to core programs.
- Monitors for the ongoing implementation and effectiveness of center systems to maintain standards and regulatory compliance.
- Provides guidance during a center's pre-admission/admission process.
- Validates center outcome indicators through clinical reviews and mock surveys ▪ Ensures reports, studies and results of clinical reviews are analyzed and appropriate follow up is in place at the center level
- Monitors and assists centers in managing labor costs and staffing.
- Validate the center outcome indicators and consumer satisfaction scores through process reviews in conjunction with the Director of Operations.
- Ensure reports, studies and results of the CASPER report, QI/QM, in house pressure ulcer and fall rates are analyzed for patterns and trends and directs the necessary appropriate action to be taken.
- Monitors trends in survey focus recommending operation changes through appropriate channels.
- Serves as a resource in compliance activities and as a support system for survey preparation and management.

Extendicare Health Services/Meadow View Manor Nursing Home

Director of Nursing June 2009 to March 2013

- Manage the nursing department in a 74 bed facility.
- Operate with exactness related to nursing process and Extendicare policies and procedures.
- Collaborate with interdisciplinary team on resident care needs and facility overall functions.
- Planned, organized, directed, supervised, and evaluated all nursing services provided in the facility to achieve desired clinical and financial outcomes.
- Coordinated Infection Control, Performance Improvement, and other concurrent review functions of the facility.
- Mentor new Directors of Nursing to daily routine and expectations of Extendicare.

- Implement new policies as they are introduced and monitor/audit adherence to them.
- Responsible for recruitment, training, supervision, scheduling, and personnel issues in the nursing department.
- Ensures the maintenance of licensure status for all nursing employees.
- Managed the nursing department budget.
- Represented the facility in numerous professional and community activities.
- Participated in marketing planning, activities, and evaluation.

Extencicare Health Services, Sheboygan Progressive Care Center

Registered Nurse Case Manager February 2006 to June 2009

- Developed care plans for patients in a long term and rehabilitation capacity
- Assisted with admission and discharge coordination
- Coordinated with the interdisciplinary team to ensure quality of care
- Organized physician visits to facility and carry out physician orders
- Taught patients medication administration and diet restrictions prior to discharge
- Reviewed residents plans of care at care conferences.
- Assisted with scheduling needs if issues arose.
- Supervised and disciplined staff if warranted.
- Reviewed admission paperwork for clinical capabilities.

Extencicare Health Services, Sheboygan Progressive Care Center

RN Supervisor December 2004- February 2006

Education:

Lakeshore Technical College

Associate Degree Registered Nurse, December 2004

References available upon request.