

# Melanie Williams

Loxley, AL

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Authorized to work in the US for any employer

## Work Experience

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### **Register Nurse**

Senior Residence Center - Mobile, AL

October 2019 to Present

- Post-surgical and long-term nursing care, including assessments and medications.
- Management of complex chronic disease processes including Hospice care.
- Work with families for the highest quality of life and dignity.
- Desire to build/practice learned psychosocial and psychology teaching/training skills

### **Nurse Case Manager**

United Health Care

June 2017 to August 2019

AL

- Visit with members in their homes to conduct health status assessments, educate about chronic health conditions, and discuss member goals for best quality of life based on current and future needs
- Make 30 - 35 outbound calls daily to members for current benefits needs and health status
- Identify gaps and barriers in treatment plans and provide complete continuum of quality care through communication in person and telephone interaction with members
- Document and manage to resolution Medicare Star Gaps in Care mindful of HEDIS measures
- Support over 200 members with condition education, medication reviews, and connections to community resources: financial, healthcare needs, food, transportation, and psychosocial support
- Assist members with the transition from a care facility to their home for readmission prevention

### **Executive Officer**

U.S. Army - Fort Bliss, TX

June 2016 to June 2017

- Activated Reserve

- As second in Command must be prepared to assume the duties and responsibilities of the Commander for staff of over 225 military and civilian medical personnel, including signature authority
- Establish timelines and required liaisons to manage and coordinate available resources, operating budget of \$30 million, material readiness, and organization status report
- Lead Military Decision Making Process during staff planning, ensure staff coverage of all departments, and liaison between military and contract personnel
- Serve as a resource for all mobilization/demobilization regulations, policies, executive orders to inform and resolve processing units concerns in a professional manner

### **CDI-Utilization Review**

Harmony Health - Medical Records/Cerner Software  
November 2015 to June 2016

- Conduct verbal, and written physician diagnosis and documentation queries to maximize severity of illness/risk of mortality and Medicare reimbursement with 91% or better agreement success rate
- Using Interqual criteria work with utilization review to ensure patients are admitted to the appropriate level of care for maximum reimbursement and cost savings

### **CDI Specialist**

Springhill Medical Center - Mobile, AL  
December 2014 to November 2015

- Medical Records

- Using training received from HCP ICD-10, carefully perform QA of concurrent review of electronic documentation for coding opportunities
- Recovered over \$570,000 in revenue for the 1st quarter of 2015 in potentially missed opportunities from documentation and diagnosis specification
- Recovered over \$879,000 in revenue for the 2nd quarter

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### **Trainer**

Preferred Solutions  
April 2014 to October 2014

Contractor Meaningful Use Project

- Train facility Providers/Clinicians using Zynx order sets meeting computer physician order entry of Meaningful Use
- Support facilities through the go-live phase at the elbow support for Physicians and clinical staff
- Responsibilities include lead CPOE trainer for 8 consultants, discuss workflow process and clinical documentation, and reporting time and attendance

### **Patient Care Analyst**

HCTec  
February 2012 to April 2014

Contractor Meaningful Use Project

- Assess hospital facility current workflow process and analyze for data collection points before software installation
- Work within a team of analysts to test, integrate, and train end-users for successful and timely software implementation and functionality
- Teach software functionality to Super Users and supervise end-user training
- Working as a liaison between clinical staff and leaders, provide solutions to missed software expectations and meet ICU/MedSurg/Pediatric standards of care

### **Clinical Documentation Specialist**

Mobile Infirmary Medical Center  
September 2011 to February 2012

- Facility bed capacity of 450 and team of 4 CDI specialists, personally manage physician education of 4 nursing units; Neuro ICU, Neuro step down, GI, and MedSurg overflow

- Using training received from 3M® DRG Assurance, carefully perform concurrent review electronic and paper documentation for coding opportunities daily average of 28 charts
- Conduct verbal, and written physician diagnosis and documentation queries to maximize severity of illness/risk of mortality and Medicare reimbursement
- Participate in weekly CDI strategy department meetings providing updates to the Hospital Medical Director

### **Nurse Case Manager - Soldier Readiness Processing/Warrior Transition**

U.S. Army - Fort Hood, TX

2009 to 2011

- Activated Reserve/AHLTA Software

- Case manage complex medical and specialty care needs for ambulatory service members
- Coordinate communication between medical team members and medical providers
- Perform home visits for safety and necessary DME
- Maintain reports and medical status data to the Department of the Army electronically
- Rated 9.75/10 based on patient satisfaction surveys given to service members

### **Staff Nurse**

Orthopedic Med-Surg Unit

December 2007 to September 2009

Mobile Infirmary Medical Center Medical Surgical Orthopedic Floor

- Provide post-surgical care included monitoring drains, IV fluids, and PCA pumps
- Demonstrate ability assessing wound care, administering IV/IM pain medications and Subq blood thinners safely and accurately
- Discharge patients; setting up post hospital physical therapy and home health

## Education

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### **Doctor of Philosophy in Psychology**

Grand Canyon University

February 2013 to Present

### **Master of Science in Nursing Informatics**

University of Phoenix

October 2011

### **Bachelor of Science in Nursing**

University of South Alabama

December 2007

## Nursing Licenses

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### **RN**

Expires: December 2020

State: AL

### **RN**

Expires: April 2021

State: FL

## Skills

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- Hospital
- Medical Surgical
- RN
- Med Surg
- Staff Nurse
- Epic
- Hospice Care
- Cerner
- Cerner
- Epic
- Hospice Care
- Medical Records
- ICD-9
- HEDIS
- EMR Systems

## Links

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<http://NURSYS.COM>

<http://www.linkedin.com/in/melanie-williams-RN>

## Military Service

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**Branch: Reserves**

Rank: MAJOR

## Certifications and Licenses

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### **ANCC Case Management**

January 2016 to January 2021

Nursing case management for complex diagnosis and disease, pre and post inpatient to include outpatient