

MICHELLE GOODMAN

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Professional Summary

Highly motivated Healthcare professional who oversees and directs development of new and existing special projects and clinical care delivery initiatives and is responsible for the outcomes and results. Collaborates with teams members who are working on care delivery initiatives in planning and implementing strategies and models required to fulfill the mission, vision, values and goals of the company. Manages projects and pilots and works collaboratively with Home Health partners, operations, and field clinicians to achieve strategic goals. Is the subject matter expert on clinical care delivery and ensures appropriate processes are in place to support initiatives through education, training and development, setting goals, policies and compliance.

Experience

After Hours Triage, 10/2020 to Current

Amedisys Home Health – GA

- Obtained case history and gathered triage information to determine appropriate avenue for care.
- Counseled patients via telephone according to established guidelines and protocols, advising on provider-established plans of care.
- Scheduled appointments for patients not requiring emergency services but needing examination from provider and consulting directly with provider as needed.
- Offered patient education and advice related to and including pre- and post-operative instructions, medication administration, follow-up appointments and symptoms indicating emergency care.

Director of Sales and Clinical Operation, 11/2019 to 04/2020

Interim Healthcare – Salem, VA

- Develop and execute strategic plans to achieve sales targets.
- Create and communicate sales goals and ensure C-level executives are informed on the progress of those goals.
- Build and maintain long-lasting, strong relationships with customers while partnering with them to better understand their business objectives and needs.
- Ensures compliance with all regulations, laws, policies and procedures.
- Educates all staff members about state, federal, and accreditation requirements.
- Ensures that all services are billed as provided to the proper payor source.
- Collaborates with appropriate staff to complete billing adjustments and maintenance of accurate records of these adjustments.
- Directs weekly business development and management team meetings with all appropriate staff.

- Participates in marketing activities. Oversees staff recruitment, hiring, assignment, evaluation and guidance to ensure employment of qualified staff.

Hospice Telephone Triage Coordinator, 11/2018 to 11/2019

Professional Healthcare Resources – Annandale, VA

- Phone triage, assess the needs of terminally ill hospice and palliative patients and families by phone, with special attention to the symptoms and comfort of the dying patient; provide immediate problem-solving support.
- Contact covering MD's to obtain needed medications, arrange for nursing visit if needed, and/or provide follow-up communication to other Hospice staff regarding patient/family needs.
- Work collaboratively with the interdisciplinary hospice group with the goals of anticipating changes in the patient's condition and avoiding crises.

Area Director of Quality Assurance Home Health, 11/2018 to 11/2019

Professional Healthcare Resources – Annandale, VA

- Directs the development and implementation of company clinical quality improvement programs standards, policies and procedures, educational materials, and measurable project plans to meet PHR expectations and future advancement
- Collaborates with Branch Administrators and Vice President of Branch Operations to monitor and improve employee practices to reflect values and be cost-effective in home health, hospice and personal care services
- Monitors, audits, analyses, and completes regular reporting activities, to assist the Vice President of Clinical Program Development and the Vice President of Branch Operations in making optimal operational decisions.
- Support the day-to-day business development operations.
- Interprets company and industry policies and regulations for compliance and implements changes to stay current and competitive in home Health and hospice patient care processes
- Serve as an expert for regulatory and compliance issues, policies and procedures
- Develops and manages quality assurance and coding team here and abroad to meet CMS Conditions of Participation
- Provides education and training to clinicians and management to keep current on policies and procedures and CMS requirements

Senior Executive Director, 06/2013 to 10/2018

Kindred at Home – Roanoke, VA

- Multi site experience in VA/MD, training Administrators, Clinical Managers and staff how to perform and monitoring their QA, while identifying operational training needs and developing processes in response to identified needs in order to improve revenue per episode and timely days to final.
- Provide leadership to the organization by directing the daily patient care and business operations. Servant based leadership training.
- Knowledgeable of ICD-10 and OASIS coding.
- Multi-site healthcare operations experience with strong focus on sales, business development,

and compliance.

- Set and achieve goals for sales revenue and market growth.
- Develop annual branch budget and monitor expenditures. Analyze gross profit factors, market conditions, business volume/mix, competition and operational costs.
- Partner with Sales counterpart to ensure continued branch growth by expanding new and existing client base. Develop, manage and support sales initiatives.
- Demonstrates ability to build cohesive teams and cross functional relationships. Excellent oral and written communication skills including strong facilitation skills and the ability to interact effectively with all levels of management and staff.
- Responsible for the overall clinical and financial operations of a home care branch, including taking action, making decisions and shaping team priorities to achieve branch clinical and operational goals. Is proactive, responsive and resourceful.
- Develop and establish criteria and/or work procedures to achieve a high level of quality, productivity or service.
- Extensive knowledge of Medicare requirements and federal regulations with strong analytical skills to interpret and apply regulatory requirements.

Occupational Health Nurse, 08/2010 to 01/2013

Kollmorgen-Danaher Corp. – Radford , VA

- Coordinated and managed Disaster Preparedness and Evacuation Planning, while training and supervising Quick Response Team.
- Learned and managed large MSDS, Material Safety Data Sheet electronic library and tracking system quickly and extensively.
- Coordinated Hearing Conservation Program and Respiratory Medical Program compliance.
- Provided emergent care to industrial accident victims and ill employees.
- Collaborate with Medical Director to develop facility accident and injury protocols.

Owner/Operator, 07/2009 to 10/2011

Orchard Hills Private Care Home – Dublin, VA

- Responsible for overseeing both administrative and clinical activities in facility on a daily basis and ensuring that all operations fall within guidelines set forth by local, state, and federal agencies.
- Performed all accounting and payroll duties.
- Conducted monthly meetings, and educational in-services.
- Hire, orient, and mentor facility staff.

Clinical Operations Manager, 06/2008 to 07/2009

Medi Home Health and Hospice – Christiansburg, VA

- Responsible for QA/PI and ICD-9 coding activities, data tracking for performance review and outcomes of care analysis to determine efficiency, efficacy of case management system as well as any other systems and process. Competently performs patient care assignments and staff management activities.
- Participated in performance improvement activities, maintains ongoing clinical knowledge through internal and external training programs. Provided interpretation of knowledge and

direction to staff.

- Developed, planned, implemented, analyzed and organized clinical operations.
- Provided strong communication skills for team development and team-building through positive support and solutions, staff management, recruitment and selection, employee relations, training, and workplace safety.

Education and Training

Master of Arts: Management and Leadership, 2015

Liberty University - Lynchburg, VA

Bachelor of Science: Nursing, 2013

Old Dominion University - Dublin, VA site

Associate of Applied Science: Nursing, 2005

New River Community College - Dublin, VA